



Privacy & Confidentiality Policy

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Date	March 2017	Written by	K. Hedley
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Purpose

To outline our obligations in regard to protecting the privacy and confidentiality of our clients and staff.

Scope

Applies to all IntroConnect partners, staff and other stakeholders.

Policy

IntroConnect respects the right of every person we come into contact with, to expect protection of their privacy, unless another law takes precedence.

The Convention on the Rights of Persons with Disabilities (CRPD), Article 22 states that people with disabilities have the same rights as others to expect suitable privacy for their personal information.

The National Standards for Disability Services, Standard One - Rights state that:

1:9 The service keeps personal information confidential and private. ⁱ

The Privacy Act 1988 applies to all Australians and has been written to ensure consistent regulation around privacy across all areas. The Privacy Act contains 13 Australian Privacy Principles which regulate the way we collect, store, provide access to, use and disclose personal information. The principles cover:

- the open and transparent management of personal information including having a privacy policy
- an individual having the option of transacting anonymously or using a pseudonym where practicable
- the collection of solicited personal information and receipt of unsolicited personal information including giving notice about collection
- how personal information can be used and disclosed (including overseas)
- maintaining the quality of personal information
- keeping personal information secure
- right for individuals to access and correct their personal information ⁱⁱ

Policy in Action

IntroConnect utilises the following strategies to protect privacy and confidentiality:

- All business data (client & non client) is stored on a personal cloud with an offsite backup in a secured building.
- Password protection on all IntroConnect laptops;
- Use of a locked filing cabinet inside a secured building;
- We do not share personal information about clients with other agencies without written permission.

There are several exceptions as to when we may share personal information about clients or others in their lives, including:

- If we are concerned they may harm themselves or others
- If they are doing something illegal
- If we suspect any form of abuse

In these situations we will follow the processes outlined in the Client Safety Policy.

Resources

- [National Standards for Disability Services](#)
- Australian Human Rights Commission www.humanrights.gov.au
- Intellectual Disability Rights Service www.idrs.org.au
- Legal Aid www.legalaid.nsw.gov.au
- Guardianship Division www.ncat.nsw.gov.au
- NSW Trustee and Guardian www.tag.nsw.gov.au
- Information and Privacy Commission www.ipc.nsw.gov.au
- Information on the Convention on the Rights of Persons with Disabilities refer to www.un.org/disabilities/convention/conventionfull

Related Legislation

- *Australian Human Rights Commission Act 1986 (Commonwealth)*
- *Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW)*
- *Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014*
- *Disability Discrimination Act 1992 (Commonwealth)*
- *Guardianship Act 1987 (NSW)*
- *Health Records and Information Privacy Act 2002 (NSW)*
- *Privacy Act 1988 (Commonwealth)*
- *Privacy and Personal Information Protection Act 1998 (NSW)*
- *Public Health Act 1991 (NSW)*

Internal Resources:

- Mission, Vision & Values
- Client Safety Policy
- Rights Policy
- Code of Conduct
- Diversity Policy
- HRM Policy and Register
- Service Agreement
- New client Information Statement
- Consent to obtain/release info

ⁱ National Standards for Disability Services

ⁱⁱ Office of the Australian Information Commissioner – Australian Privacy Principles,
<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>