

# Privacy, Dignity & Confidentiality Policy

## 1 PURPOSE AND SCOPE

The purpose of this policy is to establish Standards of Privacy, Dignity and Confidentiality in Essential Personnel's dealings with prospective, current and past users of its services.

## 2 OBJECTIVES

The primary objectives of this policy are to ensure that:

- Personal information is collated, stored and disposed of in a manner consistent with contemporary privacy principles.
- Staff ensure information about customers is kept confidential, unless consented to or falls under a duty of care to disclosure.

## 3 STRATEGIES

- Staff of Essential Personnel will treat customers with dignity and value them as individuals
- Essential Personnel will work with customers in a manner sensitive to their personal information

### 3.1 Collection of Personal Information

Essential Personnel will only collect information about a customer that is directly related to effective service delivery and its duty of care responsibilities.

At times Essential Personnel may need to collect personal and sensitive information about a customer. Sensitive information may include but is not restricted to the following an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health information.

In collating this information Essential Personnel staff will ensure that the individual is aware of:

- The fact that the customer is able to gain access to the information.
- The purposes for which the information is collected.

- The organisation or types of organisations to which information of that kind is normally disclosed.
- Any law that requires the particular information to be collected.
- The consequences (if any) for the individual if all or part of the information is not provided.
- Only collect personal information by lawful means, without intimidation or deception and in ways that are least intrusive to the customer.

### 3.2 Use and Disclosure

Personal information is collected so that Essential Personnel may:

- Secure and maintain goals for people with a disability.
- Provide customers with a service based on their expressed individual goals and needs.
- Fulfil obligations to the funding body and other associated government departments and organisations.
- Essential Personnel will seek the written consent of the individual or where applicable his or her parent or guardian prior to releasing personal information to another source.

### 3.3 Data Quality

- Essential Personnel will take reasonable steps to ensure that the personal information it collects uses or discloses is accurate complete and up-to-date.

### 3.4 Data Security

- Essential Personnel will ensure that personal information is stored securely and not able to be viewed by unauthorised Essential Personnel staff or members of the general public.
- Essential Personnel will ensure that personal information about a customer is only held as long as it remains relevant to the delivery of effective services and Essential Personnel's duty of care obligations and conforms to current privacy laws.
- All notifiable data breaches will be reported to the CEO and the Australian Cyber Security Centre.
- All non-essential personal information will be promptly disposed by secure means.

### 3.5 Access and Correction

- If requested by a customer, Essential Personnel must give access to the personal information held about the individual unless particular circumstances outlined in the Privacy Act apply which limit the extent to which access can be given.
- If a customer is able to establish that the private information Essential Personnel holds about the individual is not accurate, complete and up-to-date, Essential Personnel must take reasonable steps to correct the information.
- Essential Personnel must provide the individual with reasons for denial of access or a refusal to correct personal information.

### 3.6 Privacy Complaints

In the first instance privacy complaints will be handled according to the Overarching Feedback And Complaints Policy and the steps laid down for dealing with concerns and complaints will be followed.

## 4 DELIVERY STANDARDS

The following performance measures will be put into place to ascertain whether the above outlined strategies are achieving the stated objective. Essential Personnel will:

- Provide all new customers with a copy of Essential Personnel's Policy Booklet including Essential Personnel's Privacy Policy Statement at time of registration.
- Make information about Personal Information Management Policies available to customers upon request.
- Explain to the customer, family members or advocates why the information sought is required by Essential Personnel.
- Provide appropriate permission forms for the customer or where appropriate their parent or guardian for information to be exchanged with a third party.
- Ensure that files held are retained in a secure location and not accessible to the general public.
- Ensure that customer's names or other identifying information is not displayed on whiteboards, notice boards or similar in areas accessible to the public.

- Provide staff with access to appropriate training on issues on privacy, dignity and confidentiality including the recording of personal information and cross-cultural awareness.
- Ensured that photographic, video or other identifying images are not displayed or aired publicly without the prior written permission of the customer.
- Ensure that confidential information is disposed safely and securely.

## 5 RELATED POLICIES

This policy relates to the following policies in use within Essential Personnel:

- Anti-Malware Policy
- Code Of Conduct Policy
- Information Security Policy
- Information Security Policy for Supplier Relationships
- Mandatory COVID-19 Vaccination Policy
- Overarching Feedback and Complaints Policy
- Overarching Rights Policy
- Privacy Policy Statement Policy
- Protective Disclosure (Whistle-Blower) Policy
- Social Media Policy
- Staff Grievance Policy

CHIEF EXECUTIVE OFFICER

1 November 2021

END OF DOCUMENT

Electronic documents, once printed, are uncontrolled and may become outdated.