

1. PURPOSE and SCOPE

- 1.1. This Privacy Policy explains how UnitingSA manages the personal customer information that we obtain. All employees must comply with this policy.
- 1.2. UnitingSA is required by the Privacy Act 1988 (Commonwealth) to comply with the Australian Privacy Principles (APP's) (subject to the other provisions of the Privacy Act). The APP's regulate the manner in which personal information is handled throughout its life cycle, from collection to use and disclosure, storage, accessibility and disposal.

2. BACKGROUND

- 2.1. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 was passed by both houses of Parliament in November 2012. These amendments will impact the way government entities and private sector entities handle personal information and mean that a single set of Australian Privacy Principles (APPs) will apply to the government and private sector entities regulated by the Act.
- 2.2. The APP's aim to ensure that organisations that hold information about people handle that information responsibly as well as give the public greater control over the way information about them is managed.

3. POLICY

- 3.1. All UnitingSA services will comply with the APP's which regulate how this organisation may collect, use, disclose and store personal information and how individuals may access and correct personal information held about them.
- 3.2. UnitingSA is committed to protecting customer privacy. UnitingSA services will only use the information that we collect lawfully.

4. PRIVACY PRINCIPLES

- 4.1. Consideration of personal information privacy

Principle 1: Open and transparent management of personal information.

UnitingSA services collect and handle a range of personal information for the purposes of providing services or to carry out legislative functions. We also collect some personal information for planning, funding, monitoring and evaluating our services and functions, but where practicable we remove identifying details from information used for these purposes.

Principle 2: Anonymity and pseudonymity.

In some circumstances, services may be able to offer customers access to services, information or products without the customer having to identify themselves.

4.2. Collection of personal information

Principle 3: Collection of personal information

UnitingSA services only collect personal and sensitive information where that information is required in order to provide an appropriate service.

We recognise that the nature of these services means that much of the information we handle is very sensitive. Employees will ensure access to sensitive information is restricted to only those parties who have a valid need to access. This applies to electronic and hard copy information.

We use personal information about customers:

- To provide services and care provision;
- To assist employees in providing direct care services;
- For administrative requirements;
- To provide information to community services & health providers who provide necessary follow up and ongoing services, if required;
- For benchmarking reporting in a de-identified form;
- To provide data in both an identified and de-identified form to Government agencies in compliance with numerous legislative requirements.

Principle 4: Dealing with unsolicited (not requested) personal information

If UnitingSA receives unsolicited personal information the service must, within a reasonable period after receiving the information, determine whether or not the service could have collected the information under Australian Privacy Principle 3. If the service does not require the information, it must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

Principle 5: Notification of the collection of personal information

UnitingSA services must take reasonable steps to notify customers or ensure that the individual is aware that personal information is being collected about him/her using a 'Consent to Obtain or Release Sensitive information' Form.

4.3. Dealing with personal information

Principle 6: Use or disclosure of personal information

UnitingSA will only hold personal information about an individual that was collected for a specific purpose (the primary purpose). UnitingSA services will not use or disclose the information for any other purpose (the secondary purpose) unless:

- Third parties where the customer consents to the use or disclosure.
- Where required or authorised by law.
- A UnitingSA service reasonably believes that the use or disclosure is necessary to lessen or prevent: a serious and imminent threat to an individual's life, health or safety; or a serious threat to public health or public safety.

Principle 7: Direct marketing

UnitingSA will not use personal information about an individual, or disclose the information for the purpose of direct marketing.

Principle 8: Cross-border disclosure of personal information

All information will be protected if transferred outside of Australia using agreed methods.

Principle 9: Adoption, use or disclosure of government related identifiers

UnitingSA services will not use an Australian Government identifier for any individual (e.g. Medicare numbers) as its own.

4.4. Integrity of personal information

Australian Privacy Principle 10: Quality of personal information

UnitingSA will take reasonable steps to ensure that personal information is accurate, complete and up-to-date.

Australian Privacy Principle 11: Security of personal information

UnitingSA will store and protect information from unauthorised access and use suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

4.5. Access to and correction of personal information

Australian Privacy Principle 12: Access to personal information

Customers are able to access personal information that UnitingSA services collect using the 'Customer Information Management Procedure (Community Services)' and the 'Aged Care Accessing Written Information Procedure'.

Australian Privacy Principle 13: Correction of personal information

Customers are able to request the amendment of personal information that UnitingSA services collect using the 'Customer Information Management Procedure (Community Services)' and the 'Aged Care Accessing Written Information Procedure'.

5. CONSENT TO USE IMAGES

5.1. UnitingSA services will obtain informed consent for any images of individuals taken for promotional purposes. Services will use consent forms that contain detail about the purposes for which the photograph or video/DVD footage will be used.

5.2. In some circumstances it can be difficult to gain informed consent. In cases where it is intended to take photographs or video footage at a large event, services may consider giving notice to people attending the function that photographs or video footage will be taken and used for specified purposes. Giving notice demonstrates

respect for individual privacy and allows an attendee to make arrangements if they are sensitive to the use of their image.

- 5.3. Specific care should be taken in the publication of photographs or video/DVD images of children. It is recommended that the consent of the child's parent or legal guardian be sought in relation to photographs or video/DVD footage of persons under the age of eighteen.

6. PRIVACY AND RESEARCH

- 6.1. Any customer research studies completed by UnitingSA employees or students on placement must comply with privacy principles and each participant is required to sign a consent form prior to participation. Participants in the study should be informed in understandable language about three main points:

- 6.1.1. The participant(s) should be informed about the nature of the research.

- 6.1.2. The participant(s) should be informed that their participation is completely voluntary and that they are free to withdraw from or not participate in the study at any time. Consent must be made without pressure being put on the participant to engage in the study.

- 6.1.3. The potential consequences of participating or withdrawing should be presented to the participant(s). This includes risks, and limitations of confidentiality.

7. HANDLING COMPLAINTS

- 7.1. If an individual wishes to make a complaint about privacy, that person is to contact the Privacy Officer who will investigate the complaint by using the steps described in the UnitingSA External Complaints Resolution Policy.

You can lodge a complaint with us about any breach of our Privacy Policy and our privacy obligations to you by contacting the Privacy Officer.

Privacy Officer Enquiries

70 Dale St

Port Adelaide SA 5015

Phone: (08) 8440 2255

8. RECORDKEEPING

- 8.1. Personal and sensitive information is managed using the UnitingSA Records Management disposal schedule.
- 8.2. All records relating to customer information must be retained in accordance with the UnitingSA Records Management Policy.

9. DOCUMENTATION

- 9.1. Consent to Obtain Personal and Sensitive Information Form
- 9.2. UnitingSA services' Procedure to Access Personal and Sensitive Information (including Health Information)
- 9.3. Consent Form – Adult
- 9.4. Consent Form – Child

10. REFERENCES

- 10.1. Privacy Amendment (Enhancing Privacy Protection) Act 2012
- 10.2. Code of Conduct Policy
- 10.3. Records Management Policy
- 10.4. External Complaints Resolution Policy
- 10.5. Network Information Management Policy
- 10.6. Information Sharing Procedure
- 10.7. Aged Care Accessing Written Information Guidelines
- 10.8. Customer Information Management Procedure (Community Services)
- 10.9. Penelope Case Noting Procedure