

POLICY STATEMENT



Spastic Centres of South Australia Inc

SUBJECT:

PRIVACY & CONFIDENTIALITY

PORTFOLIO AREA:	Chief Executive	DOCUMENT REF:	PS P01(06)
APPLICABLE FROM:	June, 2006	LAST REVIEWED:	NA
RESPONSIBILITY:	Chief Executive	NEXT REVIEW:	By June 30, 2008

1. Scope:

This policy statement and related operating procedures outlines how Community Access Services of South Australia Inc manages personal information and describes the types of information held by **scosa** and why, in addition to how that information is collected, held, used and disclosed.

2. Policy Statement:

scosa is committed to the right to privacy and the protection of personal information in accordance with Privacy Act (1988) and the National Privacy Principles enshrined in that act, as amended.

scosa will only collect, in a fair, non-intrusive and lawful way, personal information that is necessary for the organisation to undertake its day to day operations, including, but not limited to, the provision of quality services to clients.

Wherever possible and practicable, personal information will be collected directly from the individual, rather than from someone else. Where personal information is collected from a third party, the consent of the individual will be obtained prior to collection of the information and the individual will be informed the reason for the information collection and how it will be used, and.

scosa will use or disclose personal information only for the purpose for which it was collected, or for purposes related to the primary purpose except where personal information is required to be disclosed by law.

Personal information will be collected by **scosa** staff that might require access to that information in connection with service delivery, employment or other requirements

scosa will take reasonable steps to confirm the accuracy, completeness and currency of the personal information collected, used or disclosed. Wherever possible and reasonable, steps will be taken to correct inaccurate or incomplete personal information.

scosa will take reasonable steps to protect the personal information it holds from misuse and loss, and from unauthorised access, modification or disclosure.

Concerns or complaints about the way in which **scosa** handles personal information should be lodged with the Chief Executive.

3. Guiding Principles:

Consistent with the Act and the National Privacy Principles the development of procedures under this policy will be based on the following:

3.1 Collection:

scosa will only request personal information that is pertinent to the transaction. When this information is provided, **scosa** guarantees to protect that information and work towards preventing any security breaches. That information, however, may be stored and processed on a secure database in order to meet personal needs of the individual and to improve service.

3.2 Use and Disclosure:

scosa will not divulge any information gathered from clients, staff and other stakeholders to any third party without prior written consent of the individual (or the written consent of a legal guardian) except: non-identifying data required by funding bodies and by government departments for planning purposes; where it is reasonable that the disclosure is necessary to prevent or lessen serious threat to the life or health of the client or another person; where lawfully required to ensure that the business operations of the organisation are maintained; where required by law.

3.3 Data Quality:

scosa will endeavour to take all reasonable steps to ensure that the personal information collected, used or disclosed, is accurate, complete and up-to-date.

3.4 Data Security:

scosa will ensure that all personal information held is protected from misuse, unauthorised access, modification or disclosure. **scosa** will destroy or de-identify personal information that is no longer required.

Under the legislative and or contractual obligations, **scosa** is required to retain client records for up to seven years after closure of a file.

3.5 Openness:

scosa will take reasonable steps to provide clients, staff and other stakeholders, on request, with details of personal information being held. **scosa** will inform all clients, staff and other stakeholders of the type of personal information held and the purpose for it being held, the method of collection, use and disclosure of the information.

3.6 Access and Correction:

A right of access is available regarding personal information held, by way of a written request to the Chief Executive. **scosa** will provide this access within twenty-one days of original request.

3.7 Identifiers:

scosa will generate and use its own unique identifying code or numbers for its clients, staff or other stakeholders. It will not adopt or use any code or numerical identifier for a client, staff member or other stakeholders that have been assigned by an external agency or contracted service provider.

3.8 Anonymity:

scosa will give clients and other stakeholders the option of not identifying themselves when entering transactions with **scosa**, whenever it is lawful and practicable.

3.9 Sensitive Information:

scosa will only collect or disclose sensitive information about clients, staff and other stakeholders with the consent of the individual concerned, or if it is required by law.

4. Related Policy Statements:

This policy statement is related to, and should be read in conjunction with the following Policy Statements:

PS CC01(05) [Commendations and Complaints](#)
PS SD01(06) [Service Delivery](#)
PS WPD01(06) [Workforce Planning and Development](#)

APPROVED by the CHIEF EXECUTIVE

This policy statement is applicable across the Spastic Centre of South Australia from 30 June, 2006.

Approved By	Position	Date	Signature
Judy Curran	Chief Executive	30/06/2006	