

## **PRIVACY AND CONFIDENTIALITY POLICY**

### **THIS POLICY COVERS SOUTH ALIVE AND THE PANTRY**

#### **1. Rationale**

South Alive is committed to protecting the privacy and security of all client information that they may provide. This policy outlines how South Alive will manage all client information and the security of that information. This policy is intended to meet the requirements for the Privacy Act 2020 and any subsequent amendments.

#### **2. Application**

This policy applies to all employees, trust members and volunteers of South Alive and the Pantry, trainees and those doing work experience.

As part of this policy South Alive also recognises that it must have at least one privacy officer. This is currently part of the Administration and Finance Manager's role.

#### The privacy officer is responsible for

- ensuring that South Alive complies with the Act;
- dealing with requests made to South Alive for access to, or correction of, personal information;
- working with the Privacy Commissioner during the investigation of complaints.

#### **3. Collection of Information**

South Alive collects personal information from all those persons and/or groups that use their services

#### **4. Protection of Information**

All information that is collected from person/s and/or groups is held in a secure room in the South Alive office. South Alive has a legal obligation to ensure the security of all information it holds at all time.

#### **5. Clear Desk**

To ensure client confidentiality, staff must clear their desks of all client information at the end of the day, and place files in locked cabinets. This also applies when staff are absent for lunch breaks or other commitments during the working day.

#### **6. Use of Information**

South Alive collects the personal information from person/s and/or groups for the following purposes:

- to assist South Alive with formulating annual planning and any other potential funding proposals;
- to assist with its short, medium and long term strategic planning;

- to provide actual statistical South Alive data as part of accountability reporting to funders; and
- to ensure that services provided are meeting the needs of clients/community.

**7. Disclosure of Information**

South Alive will not sell, pass on or allow third parties to access a client’s personal information without that person’s approval unless required by law.

**8. Access to and Correction of Information**

Persons and/or groups may request access to and may make corrections to their personal information at any time.

**9. Associated Policies & Procedures**

**None**

<b>Date Approved:</b>	<b>November 2016</b>
<b>Last Review Date:</b>	<b>June 2024</b>
<b>Next Review Date</b>	<b>July 2026</b>