

POLICY AND PROCEDURE

2.5: PRIVACY



POLICY

The Board of Cobram Community House is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

Cobram Community House collects and administers a range of personal information for the purposes of training, learning, referral and provision of community support. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Cobram Community House recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

Cobram Community House is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

Cobram Community House will

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

a. Supporting Documentation/Forms/Links

- [8.4: Control of Records Policy](#)
- [8.2: Document Control Policy](#)
- [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)
- [Privacy Regulation 2013](#)

b. Definitions

EO: Executive Officer

CCH: Cobram Community House

c. Scope

This policy applies to all casual, permanent and contract staff, volunteers, clients and students of Cobram Community House.

d. Purpose

The purpose of this document is to provide a framework for Cobram Community House in dealing with privacy considerations.

PROCEDURES

a. Responsibilities

Cobram Community House's **Committee of Management** is responsible for developing, adopting and reviewing this policy.

Cobram Community House's **Executive Officer** is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

b. Process

I. Collection

Cobram Community House will:

- Only collect information that is necessary for the performance and primary functions of Cobram Community House.
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.

II. Use and Disclosure

Cobram Community House will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, Cobram Community House will obtain written consent from the affected person.
- On enrolment, students will sign a confidentiality waiver to allow appropriate government authorities access to their academic and personal details on demand

III. Data Quality

Cobram Community House will:

- Take reasonable steps to ensure the information the organisation collects is accurate, complete, up to date, and relevant to the functions we perform.

IV. Data Security and Retention

Cobram Community House will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with the organisation's Control of Records Policy.

V. Openness

Cobram Community House will:

- Ensure stakeholders are aware of Cobram Community House's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

VI. Access and Correction

Cobram Community House will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

VII. Anonymity

Cobram Community House will:

- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.

VIII. Making information available to other organisations

Cobram Community House can:

- Only release personal information about a person with that person's express permission. For personal information to be released, the person concerned must sign a release form.
- Can release information to third parties where it is requested by the person concerned.

Modification History

All Documents at CCH are version controlled as per policy [8.2: Document Control](#)

<i>Current Version Date</i>	<i>Policy Name</i>	<i>Comments</i>
02/04/2014	2.5: Privacy	Changes made to reflect new Privacy legislation
<i>Previous Version Dates</i>	<i>Policy Name</i>	<i>Comments</i>
19/06/2013	2.5: Privacy	Stand-alone privacy policy developed
13/04/2006	CCHPP 2.1 Compliance with relevant Commonwealth, state/territory legislation and regulatory requirements	

End of Policy 2.5: Privacy