



## CONFIDENTIALITY & PRIVACY POLICY

### Introduction

Northern Carers Network Inc is committed to protecting the privacy of personal information which the organization collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

### Purpose

The purpose of this document is to provide a framework for Northern Carers Network in dealing with privacy considerations.

### Terminology

The word '*Stakeholders*' is used in broad terms to include Carers, Staff, Volunteers, Contractors and other persons for whom we require to collect information.

### Policy

Northern Carers Network collects and administers a range of personal information for the following purposes; data collection; reports to funders; referrals to other service providers; respite brokerage and counseling services; human resource & business management. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Northern Carers Network 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.

Northern Carers Network is bound by South Australian Privacy Law, the *Freedom of Information Act 1991*, as well as other laws, which impose specific obligations when it comes to handling information. The organisation has adopted the respective Privacy Principles contained in the South Australian Privacy Laws as minimum standards in relation to handling personal information.

In broad terms this means that we:

- 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.

Northern Carers Network will adhere to the Procedures outlined below.

## **PROCEDURE**

### **Collection**

Northern Carers Network will:

- Only collect information that is necessary for the performance and primary function of Northern Carers Network.
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them

### **Use and Disclosure**

Northern Carers Network will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses we will obtain consent from the affected person.

### **Data Quality**

Northern Carers Network will:

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

### **Data Security and Retention**

Northern Carers Network will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with ***Records Maintenance & Retention Policy***.

### **Openness**

Northern Carers Network will:

- Ensure stakeholders are aware of Northern Carers Network Confidentiality & Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

### **Access and Correction**

Northern Carers Network 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.

### **Anonymity**

Northern Carers Network will:

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

### **Making information available to other service providers**

Northern Carers Network:

- Can only release personal information about a person with that person's expressed 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.

### **Responsibility**

The organization's Board of Management is responsible for adopting this policy.

The organization's Board of Management, Management Team and all staff members, contractors and volunteers are responsible for the implementation of this policy.

The organization's CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

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