

# Lancefield Neighbourhood House Inc

## Privacy Policy

Ratified by Committee of Management

New Privacy Laws related to the collecting and handling of 'personal information' in the Victorian public sector were adopted in 2002 – Information Privacy Act 2000 & Health Records Act 2001.

### ***Purpose***

This policy has been created to ensure that Lancefield Neighbourhood House complies with the privacy laws and is committed to protecting the personal information of all its clients.

### ***Scope***

This policy applies to all staff members, committee members and volunteers involved with the Lancefield Neighbourhood House.

### ***Responsible parties***

The staff and committee members are responsible for the implementation of this policy and procedures.

### ***Definition***

Personal information is information which directly or indirectly identifies a person.

### ***Policy***

The House collects and administers a range of personal information for the purposes of providing services to our clients. The House also collects personal information for our funding bodies, planning, monitoring and evaluating our services and functions, but where practicable we remove identifying details from information used for these purposes.

The 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.

The House is bound by the Victorian Privacy Laws, the Information Privacy Act 2000, as well as other laws which impose specific obligation in regard to handling information.

The House has adopted the respective Privacy Principles contained in the Victorian Privacy Laws as minimum standards in relation to handling personal information.

In broad terms this means that we:

- Collect only information which the House requires for its primary function
- Ensure that students are informed as to why we collect the information and how we administer the information gathered
- Use and disclose it only for our primary functions or a directly related purpose, or for another purpose with the clients consent
- Store it securely, protecting it from unauthorised access; and
- Retain it for a period authorised by the governing funding bodies
- Provide clients with access to their own information, and the right to seek its correction.

Information on storage of client files, records & data collection is contained within the House's Administration & Records Management Policy & Procedures.

## ***Key Privacy Principles***

### **1. Collection**

Only collect information that is necessary for the performance and primary function of the House. Notify clients about why we collect the information and how it is administered. Notify clients that this information is accessible to them.

### **2. Use and Disclosure**

Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose. Otherwise must have consent from client.

### **3. Data Quality**

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

### **4. Data Security and Retention**

Safeguard the information against misuse, loss, unauthorised access and modification. Only destroy records in accordance with Administration & Records Management Policy.

### **5. Openness**

Ensure clients are aware of the House's Privacy Policy and its purposes and that this information is made freely available.