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Privacy

Ardrossan Seaview is committed to protecting and upholding the right to privacy of all clients, staff, volunteers, Governing body/Management Committee members and representatives of agencies we deal with. In particular, Ardrossan Seaview is committed to protecting and upholding our clients' right to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

Ardrossan Seaview requires staff, volunteers and Governing body/Management Committee members to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

Ardrossan Seaview is subject to legislation applying to the organisation and/or its client group. The organisation will follow the guidelines of the *Australian Privacy Principles* in its information management practices.

Ardrossan Seaview will ensure that:

- It meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients and organisational personnel.
- Clients are provided with information about their rights regarding privacy.
- Clients and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
- All staff, Governing body/Management Committee members and volunteers understand what is required in meeting these obligations; and
- It will adhere to all requirements imposed under the *Privacy Act 1988 (Cth)*, including the requirements imposed by the *Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth)*, to strengthen the protection of personal information.

This policy conforms to the *Privacy Act 1988 (Cth)* and *the Australian Privacy Principles* which govern the collection, use and storage of personal information.

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

Record of policy development		
Version	Date approved	Date for review
2	28/06/2024	28/06/2026

Responsibilities and delegations	
This policy applies to	All staff, volunteers, Board of Director's
Specific responsibilities	Chief Executive Officer
Policy approval	Chief Executive Officer

Policy context – this policy relates to:	
Standards	Aged Care Quality Standards
Legislation	Privacy Act 1988 (Cth) Australian Privacy Principles Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth)

Procedures

Dealing with personal information

In dealing with personal information, Ardrossan Seaview staff will:

- Ensure privacy for clients, staff, volunteers or Governing body/Management Committee members when they are being interviewed or discussing matters of a personal or sensitive nature.
- Only collect and store personal information that is necessary for the functioning of the organisation and its activities.
- Use fair and lawful ways to collect personal information.
- Collect personal information only by consent from an individual.
- Ensure that people know what sort of personal information is held, what purposes it is held for and how it is collected, used, disclosed and who will have access to it.
- Ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves.
- Take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure.
- Destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents have expired; and
- Notify individuals and the Office of the Australian Information Commissioner (OAIC) when there has been a data breach (or suspected breach) of personal information, if it is likely to result in serious harm to individuals whose privacy has been breached.

Responsibilities for managing privacy

All staff are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.

The Chief Executive Officer is responsible for content in Ardrossan Seaview publications, communications and web site and must ensure the following:

- Appropriate consent is obtained for the inclusion of any personal information about any individual including Ardrossan Seaview personnel.

- Information being provided by other agencies or external individuals conforms to privacy principles; and
- That the website contains a Privacy statement that makes clear the conditions of any collection of personal information from the public through their visit to the website.

The Chief Executive Officer is responsible for safeguarding personal information relating to Ardrossan Seaview staff, Governing body/Management Committee members, volunteers, contractors and Ardrossan Seaview members.

The Privacy Contact Officer: The Privacy Contact Officer will be the Chief Executive Officer. The Chief Executive Officer will be responsible for:

- Ensuring that all staff are familiar with the Privacy Policy and administrative procedures for handling personal information.
- Ensuring that clients and other relevant individuals are provided with information about their rights regarding privacy; and
- Handling any queries or complaints about a privacy issue.

Privacy information for clients

At the initial assessment, clients will be told what information is being collected, how their privacy will be protected and their rights in relation to this information.

Privacy for interviews and personal discussions

To ensure privacy for clients or staff when discussing sensitive or personal matters, the organisation will provide private rooms and spaces.

Privacy of care

The specific services, treatments and care that are provided by Ardrossan Seaview to older people remain private and confidential. Ardrossan Seaview ensures that older people have choice over when and how they receive physical care or treatment, and that this is carried out in private.