

Policy: Privacy & Confidentiality

Kurri Kurri Community Services Ltd. must ensure:

1. All information is managed within Australian Privacy Principles and the relevant Quality Assurance Standards.
2. Personal information is only collected with the permission of the individual and only as strictly required to provide the service and meet the legal and contractual obligations of KKCS.
3. All personal information collected will be up to date, accurate and complete.
4. Personal information must be protected from misuse, interference and loss and from unauthorised access, modification or disclosure. Unnecessary personal information will not be held.
5. Personal information, which is incorrect or changed, will be corrected within the APP agency guidelines.
6. All clients and staff have the right of not being specifically identified when responding to surveys or data collection requests.
7. Any unsolicited personal information that is not anonymous should be returned to the individual if appropriate or destroyed.
8. When personal information is to be obtained from staff, clients, sub-contractors and other people they must be informed of the reason and what information is being retained.
9. KKCS staff will not disclose client information to third parties without the express permission of the client or a confirmed legally valid request.
10. KKCS will not disclose personal information to any overseas destination without the express permission of the person involved.
11. KKCS will not use direct marketing except within the guidelines of the APP.
12. KKCS must not use or adopt a government related identifier (i.e. social security number) of an individual as its own identifier, or use or disclose a government related identifier of an individual.
13. KKCS has an obligation to provide the details of the personal information they hold to that individual on request.
14. Staff must not discuss personal details or information about other staff members except as required by their work and appropriate delegation.

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