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| --- | --- | --- | --- |
| No: | | Name: PRIVACY POLICY - volunteers | |
|  |  | Ratified |  |
|  |  | Reviewed and Updated |  |
|  |  | Next Review |  |

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**PHILOSOPHY**

XXXX Neighbourhood House respects and protects the privacy and personal information of all individuals with which we deal. This policy applies to the Committee, employees, volunteers, students who have involvement with XXXX Neighbourhood House.

Information that we collect and hold about individuals is kept in accordance with all Australian state and federal information privacy laws including the Information Privacy Principle (IPP) 5 and Health Privacy Principle (HPP) 5.

**POLICY**

XXXX Neighbourhood House Privacy Policy ensures that information collected and held about individuals is kept and undertaken within the state and federal privacy requirements, particularly the Health Records Act (Victoria) 2001 and the Information Privacy Act (Victoria) 2000.

XXXX Neighbourhood House will:

* Only collect personal information with prior knowledge and consent
* Only use personal information provided for the purposes for which it was collected
* Not disclose personal information to a third party unless prior consent is obtained
* Ensure that personal information will not be disclosed to other state institutions or authorities except if required by law or other regulation
* Manage personal information in a secure environment
* Remove personal information from our system when it is no longer required

**PROCEDURES**

1. **Adherence to this policy**

Before commencing their involvement with XXXX Neighbourhood House, all volunteers will be asked to -

* Read the Information Collection Statement and Privacy Statement
* Sign the XXXX Neighbourhood House Privacy Agreement

1. **Distribution of this policy**

This policy will be:

* + Displayed at the XXXX Neighbourhood House
  + Made available on request to anyone who asks for it
  + Provided to all Committee members, employees, volunteers and anyone who handles personal information at XXXX Neighbourhood House.

1. **Type of personal and health information to be collected**

XXXX Neighbourhood House will collect only the information we need, and for which we have a purpose that is legitimate and related to one of our functions or obligations.

The type of information we collect and hold includes (but is not limited to) personal information, including health information, regarding:

* + Job applicants, employees, members, volunteers and students (the information is collected in order to manage the relationship and fulfill our legal obligations).
  + Contact details of other parties with which the service deals.

We may collect information on the following identifiers:

* + Tax File Number for all employees related to the deduction and forwarding of tax to the Australian Tax Office. Failure to provide this would result in maximum tax being deducted.
  + We will generally collect personal information about an individual by way of forms filled out by members, volunteers, students, participants or job applicants, face to face interviews and telephone calls.

When collecting personal information we will provide individuals from whom we collect information, with a copy of our Information Collection Statement.

1. **Use of personal information**

XXXX Neighbourhood House will use the personal information collected for the primary purpose as stated at the time of collection. We may also use the information for such secondary purposes that are related to the primary purpose of collection and can be reasonably expected, or to which the individual concerned has consented.

Personal information may be collected in relation to students/participants, Committee members, volunteers, employees, students on placement, and job applicants. The information collected may be used as indicated as follows:

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| *Personal information*  *and health information collected in relation to:* | *Primary purpose of*  *collection* | *Examples of how the service will use personal information, including sensitive and health information include* |
| Committee members | For the management of the XXXX NEIGHBOURHOOD HOUSEby the Committee. | For communication with and between Committee members, employees and members of the association; To satisfy the XXXX NEIGHBOURHOOD HOUSE’s legal obligations. |
| Job applicants, employees, tutors, volunteers and students on placement | To assess, engage or administer contracts of employees, volunteers, tutors or students. | Administering the individual’s employment, contract, or placement; Occupational Health and Safety; Insurance purposes; Satisfying the XXXX NEIGHBOURHOOD HOUSE’s legal obligations |

1. **Disclosure of personal information, including health information**

XXXX Neighbourhood House may be required to disclose some personal information held about an individual to:

* Local Government for planning purposes;
* Organisations providing services related to staff entitlements and employment;
* Insurance providers in relation to specific claims;
* Law enforcement agencies;
* Health organisations and/or family in circumstances where the person requires urgent medical assistance and is incapable of giving permission;
* Anyone to whom the individual authorises the XXXX Neighbourhood House to disclose information.

Any information that identifies an individual is removed before it is used for statistical purposes.

1. **Treatment of sensitive information**  
   Sensitive information will be used and disclosed only for the purpose for which it was collected or a directly related secondary purpose, unless the individual agrees otherwise, or the use of disclosure of the sensitive information is allowed by law.
2. **Management and security of information**

In order to protect the personal information from misuse, loss, unauthorised access, modification or disclosure, the Committee and staff will ensure that in relation to personal information:

* Access will be limited to staff who require this information in order to do their jobs.
* It will not be left in areas that allow for unauthorised access.
* The physical storage of all material will be in a secure cabinet or area.
* There is security in transmission:
  + Emails will only be sent to a person authorised to receive this material
  + Faxes will only be sent to a secure fax, which does not allow unauthorised access.
  + Telephone - only limited personal information will be provided over the telephone to persons authorised to receive that information.
  + Transfer of information interstate and overseas will only occur with the permission of person concerned or their parent/guardian.

1. **Data quality**

We will endeavour to ensure that the personal information we hold is accurate, complete, up to date and relevant to our functions or activities.

1. **Disposal of Information**

We will not store personal information longer than necessary.

In disposing of personal information we will ensure that it is either shredded or destroyed in such a way that no one can access the information.

1. **Key Responsibilities and Authorities**

The Committee is responsible for ensuring the overall responsibility for the implementation of this policy. Both the Committee and employees are responsible for the collection, use, disclosure, access, storage and disposal of information in line with this policy and the Privacy Principles set out in the Victorian Health Records Act 2001 and the Information Privacy Act 2000.

1. **Review**

XXXX Neighbourhood House will from time to time review and update this Privacy Policy to take account of new laws and technology, changes to its operations and practices, and to make sure it remains appropriate to the changes in the environment in which it operates.