

<b>POLICY TITLE:</b>	<b>031 – INFORMATION MANAGEMENT POLICY</b>		
<b>VERSION:</b>	003	<b>DATE EFFECTIVE:</b>	01/03/2013
<b>AUTHORISED BY:</b>	Chief Executive Officer	<b>DATE REVIEWED:</b>	27/01/2021

## PURPOSE

To ensure the organisation has clear processes with regard to how information is collected disseminated, stored and disposed. To meet the requirements of the Queensland Disability Services Act of 2006 and the NDIS Quality and Safeguards standards.

## SCOPE

This policy applies to all employees, volunteers and participants who access or deliver ARC services.

## IMPLEMENTATION

It is the policy of ARC that all information that comes through the organisation is managed appropriately and used purposefully.

## MANNER AND PURPOSE OF COLLECTION OF INFORMATION

1. Personal information shall only be collected for a purpose that is a lawful purpose directly related to a function or activity required to provide a service.
2. Personal information shall not be collected by a person by unlawful or unfair means.

## COLLECTION OF PERSONAL INFORMATION FROM AN INDIVIDUAL

1. Personal information shall be collected directly from the individual concerned except where the individual authorizes otherwise or where personal information may be disclosed under specific circumstances which are lawful and a requirement of the organisation.

## COLLECTION OF PERSONAL INFORMATION GENERALLY

1. The organisation is able to collect information for inclusion in the individual's record or needed as part of being able to provide a service to the individual.
2. The information collected should be relevant to the purpose required, not excessive, and is accurate, up to date and complete.
3. The collection of information should not intrude to an unreasonable extent upon the personal affairs of the individual concerned.

## STORAGE AND SECURITY OF PERSONAL INFORMATION

1. The organisation shall ensure that personal information stored is for specified and lawful purposes and is used in a way that is consistent with those purposes.
2. Information is adequate, relevant and not excessive in relation to the purposes for which it is stored.
3. Information should be processed fairly and lawfully.
4. Information is kept for no longer than is necessary for the purposes for which the information is stored.
5. Personal information is protected by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure or misuse.
6. If personal information is to be given to another person in connection with the provision of a service, then as far as possible actions are taken to prevent unauthorised use or disclosure of the information.

## LIMITS ON USE OF PERSONAL INFORMATION

1. Personal information shall not be used other than for the purpose which it was collected.
2. Personal information can only be used for other purposes if consent has been obtained and recorded.
3. The organisation believes on reasonable grounds that use of the information for another purpose is necessary to prevent or lessen a serious and imminent threat to life or health of the individual concerned.
4. The use of the information is required or authorized by or under law.

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## LIMITS ON DISCLOSURE OF PERSONAL INFORMATION

1. The organisation shall not disclose the information for a purpose other than the purpose for which the information was given.
2. Personal information shall not be disclosed to a person, body or agency unless the individual has consented to the disclosure.
3. The individual concerned is informed that the information is usually passed on to that particular person, body or agency and they then give consent for this to be passed on.
4. The disclosure is required under law or authorized by law.

## ACCESS TO RECORDS

The organisation shall allow individuals to access their own personal information if required unless the individual has been denied access through an authorised person or by law.

## ALTERATIONS OF RECORDS CONTAINING PERSONAL INFORMATION

1. The organisation will take reasonable steps to ensure personal information is only altered or amended to maintain the records as being up to date and correct.
2. Where personal information has been altered or amended the individual concerned is notified or is aware and if requested are able to receive a copy of the information.
3. Any information that is legally unable to be altered or amended shall remain in its original format and kept on file accordingly.
4. If necessary alterations or amendments to be signed by the person making appropriate changes.
5. Where necessary the organisation to attach to the records any statements provided by the individual of the correction, deletion or addition.

## DISPOSAL OF INFORMATION

1. Information that is no longer required by the organisation is either archived or shredded dependant on its future need and organizations legal responsibilities.
2. Personal information relating to individuals that is no longer current is archived and stored appropriately.
3. Personal information held by the organisation that is no longer relevant or up to date and is not required to be kept by law is shredded.
4. Information that has been archived and stored securely is only accessible by authority from a member of ARC's leadership team.
5. A request and authorisation to access archived information must be in written format and specify the information required, the reason it is required and who is authorised to access the information.

## REFERENCES

*Disability Services Act 2006*  
*NDIS Quality and Safeguards Standards*  
Information Privacy Act 2009

## AUTHORISATION

This Policy is approved and issued by:



### BENJAMIN KEAST

Chief Executive Officer

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