

Operational Policy – O 22

Information Management and Control of Documents (Privacy) Policy

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ARC Disability Service Inc. respects the privacy of all ARC's people including members, employees, volunteers, our clients/beneficiaries, donors, business partners and online users, and is committed to safeguarding the personal information that is provided to us.

PURPOSE OF POLICY

The purpose of this policy is to:

- clearly communicate the personal information handling practices of ARC Disability Services Inc.
- enhance the transparency of ARC's operations, and
- give individuals a better and more complete understanding of the sort of personal information that ARC holds, and the way we handle that information.

SCOPE

This policy and procedure applies to all ARC Disability Services Inc. members, volunteers, employees, clients/beneficiaries, donors, business partners and online users.

The Privacy Act and this Policy do not apply to acts or practices which directly relate to employee records of ARC's current and former employees.

DEFINITIONS

online users refers to anyone that accesses the ARC's website
[www.arcinc.org.au]

personal information as defined by the *Privacy Act 1988* (as amended) is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.

sensitive information as defined by the *Privacy Act 1988* (as amended) is information or opinion (that is also personal information) about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record or health, genetic, biometric information or biometric templates, that is also personal information.

the website means the ARC Disability Services Inc. website
[www.arcinc.org.au]

OVERVIEW OF ARC DISABILITY SERVICES INC. PROGRAMS AND SERVICES

As a lead service provider we influence change. We work collaboratively with our service users, their support networks and the community to facilitate a range of options and opportunities which promote active participation for all. ARC Disability Services Inc. provides services through a range of accommodating, responsive and creative supports in individuals living with a disability, and their support networks. These may include;

- In home support
- Community Access Supports
- Programs
- Social Networking Groups
- Case Management
- Lifestyle Support.

In carrying out this mission ARC engages volunteers and employees, and receives donations, funding and support from members of the community, corporations, groups and governments. In addition to the services which we provide from funds donated by the public, ARC also holds contracts to deliver State and Commonwealth government programs. In providing such services, we comply with the relevant state or national privacy principles and any additional obligations under the contract.

OUTLINE OF THIS POLICY

'Part A — Personal Information Handling Practices' explains our general information handling practices across ARC, including information about how we collect, use, disclose and store your personal information.

'Part B — Files' offers further detail by explaining our personal information handling practices in relation to specific ARC Disability Services Inc. functions or activities. Here you can find out what sort of records we keep and why. You may find this section helpful if, for example, you have made an enquiry to the organisation and wish to know how we manage our enquiries files.

PART A — OUR PERSONAL INFORMATION HANDLING PRACTICES

OUR OBLIGATIONS UNDER THE PRIVACY ACT

This privacy policy sets out how we comply with our obligations under the *Privacy Act 1988* (Privacy Act). We are bound by the Australian Privacy Principles (APPs) in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.

COLLECTION OF PERSONAL AND SENSITIVE INFORMATION

If you would like to access any ARC Disability Services Inc.'s services on an anonymous basis or using a pseudonym, please tell us. If this is possible and lawful, we will take all reasonable steps to comply with your request. However, we may not be able to provide the services in question if we are not provided with the personal information requested.

The nature and extent of personal and sensitive information collected by ARC varies depending on your particular interaction with the organisation.

ARC collects personal and sensitive information from clients/beneficiaries, donors, business partners, ARC people and online users. Further information about the kind of information collected from each of these groups and the usage of such information is detailed below.

ARC DISABILITY SERVICES INC. CLIENTS AND BENEFICIARIES

Kind of information collected:

- contact details (name, address, email etc.)
- personal details including: date of birth, gender, income
- information on personal issues and experiences, relationships,
- family background, supports clients may have in the community
- areas of interest
- health information and/or medical history
- bank account details

How the information is collected:

- membership applications
- online registration
- telephone

- face to face

Purpose for which ARC Disability Services Inc. uses the information:

- to provide ARC's services
- to provide clients/beneficiaries with the most appropriate services for their needs
- to meet any requirements of government funding for programs
- to monitor and evaluate existing services and plan for future services
- to produce annual reports and for research purposes which may involve contracted organisations
- to comply with legal obligations

ARC DISABILITY SERVICES INC. DONORS

Kind of information collected:

- contact details (name, address, telephone numbers, email etc.)
- personal details including: date of birth, gender, income
- areas of interest
- donation history
- bank account details of all our donors

How the information is collected:

- communications, email, flyers
- online registration
- telephone
- face to face

Purpose for which ARC Disability Services Inc. uses the information:

- to provide services
- to process donations and provide accurate receipts
- to facilitate on-going fundraising and marketing activities
- to comply with legal obligations
- to provide transparency relating to donated funds, particularly for Appeals for public donations

ARC DISABILITY SERVICES INC. BUSINESS PARTNERS

Type of information collected:

- contact person's name, the name of the organisation which;
- employs the person, telephone numbers, fax number, street and
- postal address, email address and position title
- areas of interest by category and industry
- bank details (if ARC is to receive payment or make payment for services received)
- Australian Business Number (ABN)
- type of support (eg. workplace giving, goods in kind, program support, volunteering)

How the information is collected:

- communications, email, flyers
- online registration
- telephone
- face to face

Purpose for which ARC Disability Services Inc. uses the information:

- to provide services
- to process donations and provide accurate receipts
- to pay for services
- to establish and manage partnerships

- to receive services from you or the organisation which employs you
- to manage ARC 's relationship with the business partner
- to provide information about NFP Organisation 's services
- to update the company on NFP Organisation appeals for public donations, programs and services

ARC DISABILITY SERVICES INC. PEOPLE

(volunteers, employees, delegates) and candidates for volunteer work and prospective employees

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- personal details including personal details of emergency contact person(s)
- date of birth
- country of birth, citizenship, residency and/or visa details
- details of current/previous employment or volunteer involvement
- skills and experience
- languages spoken and written
- qualifications, drivers licence details
- information and opinions from referees for prospective employees and candidates for volunteer work
- a criminal history check is required for some roles in ARC Disability Services Inc. (particularly those involving children, young people and other vulnerable individuals). Individuals will be required to provide certain information for a Criminal History Check. There are different arrangements for Police Checks in each state and territory of Australia. In some cases the Police Check will be received directly by NFP Organisation and then stored securely or destroyed.
- in some situations it is necessary for ARC Disability Services Inc. to collect or receive information about an individual's health. In this circumstance, ARC will advise why the information is being collected and whether and to whom it will be released.

Purpose for which ARC uses the information:

- to provide services
- to process an application to become a member, volunteer or employee of our organisation
- to facilitate a placement in an appropriate service or position
- to assist with services whilst an individual is employed or engaged as a volunteer with ARC
- to provide feedback on performance as a volunteer or employee
- to meet legislative responsibilities to all volunteers and employees
- to obtain feedback from individuals about their experiences
- • to assist ARC to review and improve its programs and services to keep individuals informed about the organisations developments and opportunities
- to provide information about ARC's services
- • to facilitate further involvements with ARC (eg. Disability supports, membership, donor)

ARC DISABILITY SERVICES MEMBERS

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- date of birth
- areas of interest

Purpose for which ARC uses the information:

- to provide services
- to provide communication updates and ensure transparency
- relating to donated funds, particularly Appeals for public donations, and the organisations operations

- to process donations and provide accurate receipts
- to facilitate ongoing fundraising and marketing activities
- to provide info about ARC
- to receive invitations to upcoming events and activities
- to recognise your support of ARC Disability Services Inc.

ONLINE USERS

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms and conditions of use for the organisations website.

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- non-personal information eg. visitor navigation and statistics
- server address, browser type, date and time of visit
- personal information

Purpose for which ARC uses the information:

- to process donations, purchase orders, online bookings, purchases/ transactions (eg. booking First Aid Health & Safety courses)
- to analyse website usage and make improvements to the website
- ARC does not match the personal information collected with the non-personal information

Additional Information

The website may from time to time contain links to other websites. ARC Disability Services Inc. stresses that when an online user accesses a website that is not the organisation's website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check that particular website's policy.

HOW WE COLLECT INFORMATION

Where possible, we collect your personal and sensitive information directly from you. We collect information through various means, including telephone and in-person interviews, appointments, forms and questionnaires. If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us. In some situations we may also obtain personal information about you from a third party source. If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purposes for which we are collecting your personal information and the organisations to which we may disclose your information, subject to any exceptions under the Act. For example, we may collect information about you from a health care professional, such as your doctor.

HEALTH INFORMATION

As part of administering ARC's services, ARC may collect health information. For example, ARC collects health information (such as medical history) from some clients/beneficiaries participating in the organisations programs. When collecting health information from you, ARC will obtain your consent to such collection and explain how the information will be used and disclosed.

If health information is collected from a third party (such as your doctor), ARC will inform you that this information has been collected and will explain how this information will be used and disclosed.

ARC Disability Services Inc. will not use health information beyond the consent provided by you, unless your further consent is obtained or in accordance with one of the exceptions under the Privacy Act or in compliance with another law. If ARC uses your health information for research or statistical purposes, it will be de-identified if practicable to do so.

USE AND DISCLOSURE OF PERSONAL INFORMATION

We only use personal information for the purposes for which it was given to us, or for purposes which are related to one of our functions or activities.

For the purposes referred to in this Policy (discussed above under '*Collection of Personal and Sensitive Information*'), we may also disclose your personal information to other external organisations including:

- Government departments/agencies who provide funding for ARC's services
- Contractors who manage some of the services we offer to you, such as distribution centres who may send information to you on behalf of ARC. Steps are taken to ensure they comply with the APPs when they handle personal information and are authorized only to use personal information in order to provide the services or to perform the functions required by ARC;
- Doctors and health care professionals, who assist us to deliver our services;
- Other regulatory bodies, such as Work Health and Safety Queensland and WorkCover;
- Referees and former employers of ARC employees and volunteers, and candidates for employee and volunteer positions; and
- Our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, ARC Disability Services Inc. will not disclose an individual's personal information to a third party unless one of the following applies:

- the individual has consented
- the individual would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected)
- it is otherwise required or authorised by law
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- it is reasonably necessary to assist in locating a missing person
- it is reasonably necessary to establish, exercise or defend a claim at law
- it is reasonably necessary for a confidential dispute resolution process
- it is necessary to provide a health service
- it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety
- it is necessary for research or the compilation or analysis of statistics relevant to public health or public safety
- it is reasonably necessary for the enforcement of a law conducted by an enforcement body.

We do not usually send personal information out of Australia. If we are otherwise required to send information overseas we will take measures to protect your personal information. We will protect your personal information either by ensuring that the country of destination has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that safeguards your privacy.]

SECURITY OF PERSONAL AND SENSITIVE INFORMATION

ARC Disability Services Inc. takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.

These steps include password protection for accessing our electronic IT system, securing paper files in locked cabinets and physical access restrictions. Only authorized personnel are permitted to access these details.

When the personal information is no longer required, it is destroyed in a secure manner, or deleted

according to our Records Disposal Policy.

ACCESS TO AND CORRECTION OF PERSONAL INFORMATION

If an individual requests access to the personal information we hold about them, or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold the information, or not make the changes.

Requests for access and/or correction should be made to the CEO (details of which are set out below). For security reasons, you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

In the first instance, ARC Disability Services Inc. will generally provide a summary of the information held about the individual. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in the organisations databases and in paper files, and which may be used on a day to day basis.

We will provide access by allowing you to inspect, take notes or print outs of personal information that we hold about you. If personal information (for example, your name and address details) is duplicated across different databases, ARC will generally provide one printout of this information, rather than multiple printouts.

We will take all reasonable steps to provide access or the information requested within 14 days of your request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within 30 days.

ARC may charge you reasonable fees to reimburse us for the cost we incur relating to your request for access to information, including in relation to photocopying and delivery cost of information stored off site. For current fees, please contact the CEO.

If an individual is able to establish that personal information ARC holds about her/him is not accurate, complete or up to date, ARC will take reasonable steps to correct our records.

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of ARC Disability Services Inc.
- access discloses a 'commercially sensitive' decision making process or information; or
- any other reason that is provided for in the APP's or in the Privacy Act.

If we deny access to information we will set our reasons for denying access. Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the

complaints procedure set out below.

COMPLAINTS PROCEDURE

If you have provided us with personal and sensitive information, or we have collected and hold your personal and sensitive information, you have a right to make a complaint and have it investigated and dealt with under this complaints procedure.

If you have a complaint about ARC Disability Services Inc.'s privacy practices or our handling of your personal and sensitive information please contact our CEO (details of which are set out below). All complaints will be logged on our database.

A privacy complaint relates to any concern that you may have regarding the organisations privacy practices or our handling of your personal and sensitive information. This could include matters such as how your information is collected or stored, how your information is used or disclosed or how access is provided to your personal and sensitive information.

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable timeframe, usually 30 days or as soon as practicable.

However, in some cases, particularly if the matter is complex, the resolution may take longer.

Once the complaint has been made, we will try to resolve the matter in a number of ways such as:

- Request for further information: We may request further information from you. You should be prepared to provide us with as much information as possible, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential.
- Discuss options: We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our CEO.
- Investigation: Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
- Conduct of our employees: If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
- The complaint is substantiated: If your complaint is found to be substantiated, you will be informed of this finding. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.
- If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this Policy has been followed, ARC may decide to refer the issue to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.
- At the conclusion of the complaint, if you are still not satisfied with the outcome you are free to take your complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au.

We will keep a record of your complaint and the outcome.

We are unable to deal with anonymous complaints. This is because we are unable to investigate and follow-up such complaints. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try and investigate and resolve them appropriately.

CHANGES TO THIS PRIVACY POLICY

ARC Disability Services Inc. reserves the right to review, amend and/or update this policy from time to time.

We aim to comply with the APPs and other privacy requirements required to be observed under State or Commonwealth Government contracts.

If further privacy legislation and/or self-regulatory codes are introduced or our Privacy Policy is updated, we will summarise any substantial modifications or enhancements in this section of our Privacy Policy.

HOW TO CONTACT US

Individuals can obtain further information in relation to this privacy policy, or provide any comments, by contacting us:

CEO/Privacy Officer's Details

Ms Anita Veivers

Telephone

07 4046 3600

Assisted Contact

Rights in Action – 07 4031 7377; info@rightsinaction.org; www.rightsinaction.org

Deaf Services Queensland – 07 4032 2033; TTY 07 4032 3033; dsq@deafsq.org.au; www.deafsq.org.au

Multilingual Interpreting Services – 07 4033 0105

Post

PO Box 942N

NORTH CAIRNS QLD 4870

Email

info@arcinc.org.au

Note: These calls can be made for a local call cost from fixed residential landlines anywhere in Australia, but calls from mobile and pay phones may incur higher charges. Check with the service provider for costings from mobile and pay phones.

PART B — FILES: HOW WE HANDLE SPECIFIC TYPES OF FILES THAT CONTAIN PERSONAL INFORMATION

PUBLIC AWARENESS AND EDUCATION FILES

PURPOSE

The purpose of public awareness and education files is to record details of public awareness and educational activities, such as contact with the media, speeches, event management, surveys and publication preparation.

The limited personal information in public awareness and education files relates to organisations, individuals, media representatives, event attendees, service providers and events calendar listings which appear on our website.

COLLECTION

It is our usual practice to collect personal information in public awareness and education files directly from individuals.

Sometimes we may collect personal information from an individual's representative or from publicly available sources such as websites or telephone directories.

USE AND DISCLOSURE

We only use the personal information in public awareness and education files for the purposes of undertaking public awareness and education initiatives and managing public relations.

The personal information on public awareness and education files is not disclosed to other organisations or anyone else without consent unless the individual would reasonably expect, or has been told, that information of that kind is usually passed to those organisations or individuals, or the disclosure is otherwise required or authorised by law.

DATA QUALITY

We maintain and update personal information in our public awareness and education files as necessary, or when we are advised by individuals that their personal information has changed.

DATA SECURITY

Public awareness and education files are stored in either password protected electronic media or in locked cabinets in paper form. When no longer required, personal information in public awareness and education files is destroyed in a secure manner or deleted in accordance with our Records Disposal Policy.

The following staff members have access to public awareness and education files on a need to know basis:

- Directors
- Policy staff
- Corporate Affairs staff.

ACCESS AND CORRECTION

For information about how to access or correct personal information in public awareness and education files see 'Access and correction' in Part A of this document.

CONTACTS LISTS

PURPOSE

We maintain contacts lists which include contact information about individuals who may have an interest in disability services. We use these contacts lists to distribute information about our activities and publications.

COLLECTION

It is our usual practice to collect personal information in contacts lists directly from individuals, for example, where they have asked to be added to a contact list.

Sometimes we collect personal information from a third party or from a publicly available source such as a website or telephone directory. We usually only collect personal information in this way if the individual would reasonably expect us to, or has given their consent. For instance, we might collect this information if we thought that the individual (or the organisation they work for) would like to receive information about services we are carrying out, or that they might be likely to consider information about disability care useful in the work they do. We would only contact this individual in their work capacity.

USE AND DISCLOSURE

We only use personal information in contacts lists for the purpose of managing stakeholder relations. We do not give personal information about an individual to other organisations or anyone else without consent unless the individual would reasonably expect, or has been told, that information of that kind is usually passed to those organisations or individuals, or the disclosure is otherwise required or authorised by law.

DATA QUALITY

We maintain and update personal information in our contacts lists when we are advised by individuals that their personal information has changed. We also regularly audit contacts lists to check the currency of the contact information. We will remove contact information of individuals who advise us that they no longer wish to be contacted.

DATA SECURITY

The personal information in the contacts lists is stored in either password protected electronic media or in locked cabinets in paper form. When no longer required, personal information in contacts lists is destroyed in a secure manner or deleted in accordance with Records Disposal Policy.

Routine access to contacts lists is limited to the database operators who have responsibility for maintaining the contacts lists. Other staff members have access to the personal information in contacts lists on a need

to know basis.

ACCESS AND CORRECTION

For information about how to access or correct personal information in our contacts lists see 'Access and correction' in Part A of this document.