



## CONFIDENTIALITY AND PRIVACY POLICY

### POLICY POSITION

SNAICC is committed to protecting the confidentiality and privacy of personal information, which the organisation collects, stores and administers, and that persons dealing with us understand our practices in relation to the management of personal information.

We recognise the rights of participants and employees of SNAICC to maintain their privacy and confidentiality and to have their information administered in ways, which they would reasonably expect.

This policy aims to define what 'privacy' and 'confidential information' is in relation to SNAICC, and outline the responsibilities and requirements with respect to handling such information.

### SCOPE

This policy applies to all SNAICC employees (paid and unpaid), Board members, contractors, participants and online users.

### DEFINITIONS

<b>Personal information</b> (as defined by the Privacy Act 1988)	Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.
<b>Sensitive information</b> (As defined by the Privacy Act 1988)	Information or opinion 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, criminal record or health, genetic or biometric templates, that is also personal information.
<b>Confidentiality</b>	The relationship of confidence between the organisation and individuals.
<b>Confidential Information</b>	<ul style="list-style-type: none"> <li>▪ Information which if shared outside SNAICC might put in danger a staff member or other individual e.g. a child or harm the security of a program; or</li> <li>▪ Information which SNAICC is contractually bound to keep confidential or is commercial in nature; or</li> <li>▪ Information about legal or regulatory proceedings relating to SNAICC which is not publicly known; or</li> <li>▪ Information in relation to SNAICC employees and personnel, which is not publicly available.</li> </ul>

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***The Privacy Act 1988 Commonwealth binds all SNAICC Employees. The Privacy Amendment Act 2000 governs the collection, use and storage of personal and/or sensitive information, including written and verbal information. "Personal Information" is information or an opinion (whether true or not) that identifies or could identify a person. Within SNAICC, "Personal Information" may be collected from (but not limited to): job applicants, employees, board members, volunteers, consultants, temporary staff, members, donors, program participants, member agencies and partners.***

**RESPONSIBILITIES**

All SNAICC employees, Board members, contractors, and volunteers have the responsibility of ensuring confidentiality and privacy. They must not during or after employment with SNAICC:

1. Disclose to any person confidential information relating to the business or affairs of SNAICC, its intellectual property and its clients or associated businesses, unless specifically authorised to do so by SNAICC; other than to the extent that is necessary to enable you to perform your duties, make extracts from, copy or duplicate, make adaptations of or use any confidential information; make notes, pro-forma documents, working papers or memoranda relating to any matters within the scope of the business of SNAICC or concerning any of its dealings or affairs;

In the case of your employment with SNAICC ceasing, all organisational documents and property must be returned. This includes, but is not limited to, tools of trade and copies of any organisational policies and procedures.

All SNAICC employees, Board members, contractors, and volunteers must:

2. Ensure that private information is collected and stored in a safe, secure and confidential manner.
3. Ensure access to private and confidential information is limited only to those people necessary, who require the information in order to perform their duties
4. Use or disclose information only for the primary purpose for which the information was collected. When information is to be used or disclosed for other than the primary purpose for which it was collected, consent will be obtained wherever practicable.
5. Ensure personal information held by SNAICC is accurate, by advising SNAICC of any changes to their personal information.
6. Sign a SNAICC's Confidentiality & Privacy Agreement before viewing any confidential information.

***Exemptions for disclosure***

A legal requirement to disclose personal information may override privacy principles; this is known as a 'duty of care'. Situations where this may occur include the following:

- Where there is serious risk of abuse or physical harm to the individual or other person, including our participants, the general public and own employees
- Where the disclosure is required under a law
- Where the individual would reasonably expect us to use or give that information, e.g. referral processes
- When the disclosure is necessary by or for a law enforcement agency (e.g. prevention, investigation, prosecution or punishment of criminal offences, protection of public revenue, preparation or implementation of a court or tribunal order.)

In the event that a legal need for disclosure arises, the employee will inform their manager prior to making the decision to breach confidentiality and privacy. This decision will also be communicated to the individual.

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### ***Information security and access***

SNAICC and our employees must ensure that safeguards are in place to protect the personal information it administers against loss, interference, unauthorised access, inappropriate disclosure, modification or other misuse. These safeguards include reasonable physical and technical steps for both electronic and hard copy records. Some of these include, but are not limited to:

- Securing information in lockable storage cabinets
- Not storing personal information in public areas
- Positioning electronic equipment so that they cannot be seen or accessed by unauthorised persons, and/or
- Using passwords, different levels of information systems access, anti-viral software and firewalls to restrict unauthorised use.

### ***Privacy for Fundraising Donors***

Donors, being individuals or entities that make a contribution of value to SNAICC to further our organisational objectives, are generally asked to provide name and contact details, which we will keep confidential. SNAICC will not hold any sensitive information about our donors and the information we do collect will only be used for the purpose of requesting donations, processing donations, fundraising and keeping records as a history of the donations made.

Donor information will not be disclosed, sold, traded or rented for any purpose, and will be stored in accordance with this policy.

### ***Breach of Policy***

Concerns relating to a perceived or alleged breach of this policy should be managed in accordance to SNAICC Grievance Management Policy.

Individual who are dissatisfied with SNAICC grievance management process, can report their concern to the Ombudsman.

SNAICC employees who are deemed to have breached privacy and confidentiality standards set out in this policy may be subject to disciplinary action, including termination of employment.

### **RELATED DOCUMENTS**

- The Privacy Act 1988 (Commonwealth)
- The Privacy Amendment Act 2000
- The National Privacy Principles
- SNAICC Code of Conduct
- SNAICC Information Management & Technology Policy
- SNAICC Child Safety Policy
- SNAICC Complaints Management Policy
- SNAICC Confidentiality & Privacy Agreement Form

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**SNAICC CONFIDENTIALITY & PRIVACY AGREEMENT**

I confirm that I have read and understood the contents of SNAICC’s Confidentiality & Privacy Policy. I agree to the following:

1. Not to disclose to any person confidential information relating to the business or affairs of SNAICC, its intellectual property and its clients or associated businesses, unless specifically authorised to do so by SNAICC;
2. Other than to the extent that is necessary to enable you to perform your duties, make extracts from, copy or duplicate, make adaptations of or use any confidential information; make notes, pro-forma documents, working papers or memoranda relating to any matters within the scope of the business of SNAICC or concerning any of its dealings or affairs;
3. In the case of my employment with SNAICC ceasing, return all organisational documents and property. This includes, but is not limited to, tools of trade and copies of any organisational policies and procedures.
4. Ensure that private information is collected and stored in a safe, secure and confidential manner.
5. Will ensure access to private and confidential information is limited only to those people necessary, who require the information in order to perform their duties
6. Will use or disclose information only for the primary purpose for which the information was collected. When information is to be used or disclosed for other than the primary purpose for which it was collected, consent will be obtained wherever practicable.
7. Ensure personal information held by SNAICC is accurate, by advising SNAICC of any changes to my personal information.

**Name:**

**Date:**

**Signature:**

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