

## Privacy & Confidentiality Policy

LINK Community Transport is committed to protecting the privacy and confidentiality of personal information which the organisation collects, holds, and administers. Personal information is information which directly or indirectly identifies a person. LINK is committed to ensuring that its staff and volunteers respect the need for restrictions on the free circulation of information held related to volunteers and customers.

### Objective

This policy describes how LINK manages information collected about customers and other persons dealing with LINK to provide services to Victorian children and adults needing transport support. This policy is designed to ensure that confidential information is used only to provide a safe and appropriate service to clients and to ensure the efficient administration of LINK Community Transport in its daily services and activities. We will:

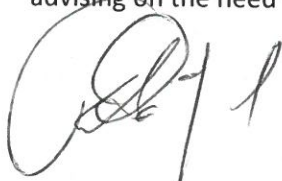
- Collect and administer a range of information for a variety of purposes. Some of this information is restricted in its circulation for commercial, privacy, or ethical reasons.
- Ensure to keep to a minimum, the private and confidential information that LINK collects, manages, releases and stores relating to any customer, family member, staff member, volunteer, or contractor.
- Make reasonable effort to protect the privacy of individuals' information and to comply with the obligations imposed by relevant legislation, standards, and principles.
- Give special consideration, in meeting our obligations, to customers with vision or hearing impairments and those of culturally and linguistically diverse backgrounds.

### Responsibilities

All private information of staff, customers and volunteers is not to be disclosed at any time and is to be stored securely and appropriately by all people involved with LINK. This policy applies to all LINK Community Transport staff and volunteers. It applies:

- in the workplace
- at home
- when talking with other team members
- dealing with team members for other agencies
- in social environments
- when dealing with other transport providers
- when talking with other clients

LINK Community Transport's Board is responsible for developing, adopting, and reviewing this policy. LINK's CEO is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.



Rick Lawford,  
CEO, February 2017