

## 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 employees 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 employees, 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

# Privacy and Confidentiality Procedure

## 1.0 Purpose

This procedure outlines LINK's process, regarding protecting, collecting and administering private and confidential information.

## Restriction

LINK will place restrictions on the information it holds when the information:

- is commercial in confidence;
- concerns the privacy of its employees, volunteers, or customers;
- requires protection to safeguard the intellectual property of the organisation, and
- Employees dealing with restricted material will be instructed in the recognition of material falling under these headings.

## Identification

Any information on which restrictions have been placed shall be so far as possible clearly identified on the document or file. Where categories of information, rather than individual documents, are restricted this restriction will be conveyed to employees and volunteers dealing with this information.

## Protection

LINK employees and volunteers dealing with restricted information, shall be required to sign a confidentiality agreement.

## Training

All staff will be instructed in the requirements of this policy.

## 1.10 Procedure:

1.10 Collection: LINK will:	
1.11	Ensure stakeholders are aware of LINK's Privacy Policy and its purposes.
1.12	Only collect information that is necessary for the performance and primary function of LINK, and notify stakeholders about why we collect the information, how it is administered, and how its accessible to them.
1.13	Collect personal information from the person themselves wherever possible. If collecting personal information from a third party, advise the person whom the information concerns, from whom their personal information has been collected.
1.14	Collect sensitive information only with the person's consent. (Sensitive information includes health information and information about religious beliefs, race, gender, and others).

1.20 Use and Disclosure: LINK will:	
1.21	Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
1.22	For other uses, LINK will obtain consent from the affected person.

	<p>In relation to a secondary purpose, use or disclose the personal information only where:</p> <ul style="list-style-type: none"> <li>• a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or</li> <li>• the person has consented; or</li> <li>• certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health, or safety.</li> </ul>
<b>1.23</b>	In relation to personal information which has been collected from a person, use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and LINK has provided an opt out and the opt out has not been taken up.
<b>1.24</b>	In relation to personal information which has been collected other than from the person themselves, only use the personal information for direct marketing if the person whose personal information has been collected has consented (and they have not taken up the opt-out).
<b>1.25</b>	Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
<b>1.26</b>	Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading, or not up to date.
<b>1.27</b>	Release information to third parties where it is requested by the person concerned.

**1.30 Storage: Link will:**

<b>1.31</b>	<p>Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorized access, interference, unauthorized modification, or disclosure.</p> <p>Ensure that LINK's data is up to date, accurate and complete.</p>
<b>1.32</b>	<p><b>Destruction and de-identification</b></p> <p>Destroy personal information once it is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.</p> <p>Change information to a pseudonym or treat it anonymously if required by the person whose information LINK holds and will not use any government related identifiers unless they are reasonably necessary for our functions.</p>
<b>1.33</b>	<p><b>Data Quality</b></p> <p>Take reasonable steps to ensure the information LINK collects are accurate, complete, up to date, and relevant to the functions we perform.</p>

### Context and/or Referenced Documents

- Privacy Act 2000
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 – (Comm)
- Privacy and Data Protection Act 2014 – (Vic)
- National Standards for Disability Services (DSS) – 2013
- [Workplace Privacy Guidance](#) – Fair Work Australia
- Home Care Common Standards-Standard 3.2 Privacy & Confidentiality
- Privacy, my aged care, March 2014, (Comm)
- LINK’s Child Safe Policy
- LINK’s Privacy & Confidentiality Procedure
- LINK’s Code of Conduct

### Version History

Version Number	Date	Summary of Changes
1.1	February 2017	N/A
1.2	February 2018	Minor edits
1.3	May 2018	Updated context & reference documents, minor edits to procedure

### Authorisation

Authorization	Date	Next Review Date
Authorized by: Rick Lawford. CEO	May 2018	May 2019