



Creating Community Connections

PRIVACY AND CONFIDENTIALITY POLICY AND PROCEDURE

Introduction

SANDBAG respects that information shared by individuals belongs to those individuals. We aim to uphold the highest standards of people's right to confidentiality and privacy in accordance with the principles embodied in Privacy legislation.

Policy

SANDBAG shall collect only personal information from individuals (staff, volunteers, clients) as is necessary to provide the service offered to or sought by them.

Individuals will be made aware of SANDBAG's Confidentiality and Privacy policy and practices. Individuals shall be given full disclosure of what information is to be held and how it may be used. Individuals will be offered the right to inspect any information held and to correct inaccuracies.

Information will be securely stored and accessed only by those employees whose job makes it necessary for them to do so. No information will be shared with a third party without the individual's permission except where issues of personal risk or public safety make it legally or ethically mandatory to do so. However records may be used in statistical analyses so long as individuals cannot be identified.

Private records shall be destroyed or de-identified when not further required, except where legal requirements or public safety considerations make it necessary or prudent for us to retain them for longer.

SANDBAG shall put in place procedures to ensure the privacy, safety and security of individual's information and to ensure that individuals aware of their rights and responsibilities with regard to privacy matters.

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.



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Procedures

Collection

During collection of information, it will be explained why the information is being collected and to whom the information will be disclosed. SANDBAG will only collect and store personal information that is necessary for the functioning of the organisation and for the provision of services

Use and Disclosure

Any information collected from individuals will only be used for the purposes of providing the service offered to or sought by them.

Data Quality

SANDBAG staff will take all reasonable steps to ensure that information collected about a person is accurate, complete and up-to-date at the time of collection and use.

Data Security

SANDBAG will take all reasonable steps to ensure that data is kept safe from misuse, loss and or unauthorised access. This includes the use of secure filing cabinets for hard copies and password protected files for electronic data.

Information that is no longer required will be destroyed or de-identified, except where legal requirements make it necessary for it to be retained for a longer period and in accordance with legislation including [section 9 Disability Services Regulation 2017](#)

Personnel records, incident and investigation reports, liability insurance policies and other relevant incident related correspondence shall be retained for the required period.

SANDBAG's electronic database contains private and confidential information and only authorised staff will be granted permission to access the database. Each user of the database is given a unique user name and password and levels of security are assigned to protect privacy and confidentiality of individuals and organisational information.

Approval is required from relevant managers for remote access to the SANDBAG network.



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SANDBAG will comply with any data breaches in accordance with the guidelines from the [Office of the Australian Information Commissioner](#).

Openness

SANDBAG's Privacy and Confidentiality Policy is available on our website and a printed copy will be made available at any time on request.

Access and Correction

Individuals are able to access and check the information which is held by SANDBAG via the [Right to Information Policy and Procedure](#).

Individuals will be advised of their right to make a complaint about any concerns of a breach of confidentiality or privacy.

Anonymity

Individuals are given the option of not identifying themselves when completing evaluation or feedback forms or opinion surveys.

Making information available to other service providers

SANDBAG will not share personal information without the prior consent of the individual/ guardian and will not distribute personal information to any other organisation without the express permission of the individual/ guardian except in a care where:

- The individual is in need of urgent and immediate medical attention, and information is needed to protect their safety and wellbeing
- Disclosure of personal information is necessary to prevent or lessen a serious or imminent threat to the life or health of an individual or
- When legally required to do so.

SANDBAG can release or obtain information to or from third parties when the individual whose information is requested has completed a [Consent to Obtain/Release Information Form](#).



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Guidelines and Legislation

SANDBAG is aware that it is bound to comply with the following guidelines and legislation regarding privacy and confidentiality:

- [Obligations of Contracted Service Providers](#) Department of Child Safety Youth and Women.
- Office of the Information Privacy Commissioner and Information Privacy Act 2009 (Qld) <https://www.oic.qld.gov.au/about/privacy>
- [Australian Privacy Principles](#)
- Disability Services Act 2006
- [section 9 Disability Services Regulation 2017](#)
- Domestic and Family Violence Protection Act 2012

Related SANDBAG Policies and Forms

[Right to Information policy and procedure](#)

[Quality Management and Continuous Improvement policy and procedure](#)

[Privacy Statement](#)

[Consent to Obtain/ Release Information](#)

[Permission to Use Video or Photo Footage](#)