

<b>P108</b>	<b>PRIVACY PROCEDURE</b>
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<b>Policy context:</b> This procedure relates to	
Legislation or other requirements	Privacy Act 1988
Contractual obligations	Service Agreement Customer Service Agreement

## Procedures

### Dealing with personal information

In dealing with personal information, Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) employees will:

- ensure privacy for Customers/Clients, employees or The Boards members when they are being interviewed or discussing matters of a personal or sensitive nature
- only collect and store personal information that is necessary for the functioning of the organisation and its activities
- use fair and lawful ways to collect personal information
- collect personal information only by consent from an individual
- ensure that people know what sort of personal information is held, what purposes it is held for and how it is collected, used, disclosed and who will have access
- ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves
- take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure
- destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents have expired.

### Responsibilities for managing privacy

- All employees are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.
- The Chief Executive Officer is responsible for content in Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service publications, communications and web site and must ensure the following:
  - appropriate consent is obtained for the inclusion of any personal information

about any individual including Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service personnel

- information being provided by other agencies or external individuals conforms to privacy principles
- that the website contains a Privacy statement that makes clear the conditions of any collection of personal information from the public through their visit to the website.
- The Chief Executive Officer is responsible for safeguarding personal information relating to Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service employees, The Boards members, contractors and Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Customers/Clients.
- The Privacy Contact Officer: The Privacy Contact Officer will be the Operations Manager. The Operations Manager will be responsible for:
  - ensuring that all employees are familiar with the Privacy Policy and administrative procedures for handling personal information
  - ensuring that Customers/Clients and other relevant individuals are provided with information about their rights regarding privacy
  - handling any queries or complaint about a privacy issue

### **Privacy information for Customers/Clients**

At all formal engagements with Customers/Clients will be told what information is being collected, how their privacy will be protected and their rights in relation to this information.

### **Privacy for interviews and personal discussions**

To ensure privacy for Customers/Clients or employees when discussing sensitive or personal matters, the organisation will accommodate physical arrangements – e.g. layout of public spaces, position of desks where phone calls may be made by employees discussing Customers/Clients, private interview space, home visits, appointments outside opening hours etc.

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## **PRIVACY PROCEDURE**

### **Participants in research projects**

People being invited to participate in a research project must be:

- given a choice about participating or not
- given the right to withdraw at any time
- informed about the purpose of the research project, the information to be collected, and how information they provide will be used.
- given copies of any subsequent publications.

The collection of personal information will be limited to that which is required for the conduct of the project. Individual participants will not be identified.

Organisational participants in research projects will generally be identified in Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service research, unless the nature of a particular project requires anonymity, or an organisation specifically requests it.

### **Documentation**

#### **Documents related to this policy**

Related policies

Q109 - Customer Records Policy