

PURPOSE:

- The purpose of this document is to provide a framework for Easy-Go Connect (EGC) in dealing with privacy considerations.
- To ensure that the personal information EGC holds on clients is protected in the administration and delivery of EGC services

1. INTRODUCTION

Easy-Go Connect is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

2. SCOPE

- a. Relevant to EGC management, employees, volunteers, clients, contractors and sub-contractors, as well as any committees and sub-committees of EGC.

3. DEFINITIONS

- a. **Personal information:** See *Privacy and Personal Information Protection Act 1998* section 4

4. RESPONSIBILITIES

- a. **Chief Executive Officer**
 - i. Implementation of this policy
 - ii. Monitoring changes in privacy legislation
 - iii. Advising on the need to review or revise this policy as and when the need arises.
- b. **Client Services and Operation Manager**
 - i. Implementation of this policy in their work areas
 - ii. Ensuring team members are aware of and adhere to this policy
- c. **All other staff and volunteers**
 - i. Abide by the privacy policy

5. POLICY

Easy-Go Connect collects and administers a range of personal information for the purposes of providing services and reporting to the funding body. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Easy-Go Connect recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

Easy-Go Connect is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

Easy-Go Connect will:

- a) Collect only information which the organisation requires for its primary function;
- b) Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- c) Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- d) Store personal information securely, protecting it from unauthorised access; and
- e) Provide stakeholders with access to their own information, and the right to seek its correction.

6. PROCEDURE

a. Collection

Easy-Go Connect will:

- i. Only collect information that is necessary for the performance and primary function of Easy-Go Connect.
- ii. Notify stakeholders about why we collect the information and how it is administered.
- iii. Notify stakeholders that this information is accessible to them.

b. Use and Disclosure

Easy-Go Connect will:

- i. Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- ii. For other uses, Easy-Go Connect will obtain consent from the affected person.

c. Data Quality

Easy-Go Connect will:

- i. Take reasonable steps to ensure the information the organisation collects is accurate, complete, up to date, and relevant to the functions we perform.

d. Data Security and Retention

Easy-Go Connect will:

- i. Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- ii. Only destroy records in accordance with the organisation's Records Management Policy.

e. Openness

Easy-Go Connect will:

- i. Ensure stakeholders are aware of Easy-Go Connect's Privacy Policy and its purposes.
- ii. Make this information freely available in relevant publications and on the organisation's website.

f. Access and Correction

Easy-Go Connect will:

- i. 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.

g. Anonymity

Easy-Go Connect will:

- i. Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.

h. Making information available to other organisations

Easy-Go Connect can:

- i. Only release personal information about a person with that person's express permission. For personal information to be released, the person concerned must sign a release form.
- ii. Can release information to third parties where it is requested by the person concerned.
- iii. Release information on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person.

7. REFERENCES

- a. *Privacy and Personal Information Protection Act 1998 (NSW)*
- b. *Privacy Act 1988 (Cth)*

Team member confirmation

I, _____, have read and understood the contents of the EGC Privacy Policy & Procedure and agree to abide by the information contained herein.

Signed: _____

Date: _____

Chief Executive Officer/Manager

Signed: _____

Date: _____