



Central Highlands Association of Neighbourhood Houses

Privacy Policy

Document Control

Policy Title:	Privacy		
Policy Number:	MAN002	Version Number:	1b*
Date Ratified:	24.01.2018	Review Date:	TBD

** Policy reformatted January 2021, no content changes made*

Relevant standards, legislation and other documents:

- Incorporations Act
- Victorian Human Rights Charter
- DHHS Service Agreement Information Kit

Definitions: (define key terms)	
CHANH	Central Highlands Association of Neighbourhood Houses
DHHS	Department of Health and Human Services
Members	Neighbourhood Houses (represented by managers and committees of management) funded by DHHS within the Central Highlands area
CoM	Individuals representing member houses in CHANH Committee of Management
Staff	Any person employed by CHANH or volunteering at CHANH
Executive Team	CHANH President, Vice President, Treasurer and Secretary

Central Highlands Association of Neighbourhood Houses

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Policy Declaration

CHANH is committed to protecting the privacy of personal information collected, held and managed by our organisation.

Purpose:

The purpose of this policy is to ensure that information collected and held about individuals is kept and undertaken within the Victorian privacy requirements.

Owner:

This policy is the responsibility of the Executive Team and must be ratified by the CoM.

Application:

This policy applies to all employees and members of the CHANH.

Policy Rationale

Personal information is information which directly or indirectly identifies a person. CHANH is committed to protecting the privacy of personal information managed by our organisation, including:

- Job applicants, employees, members, volunteers and students (the information is collected in order to manage the relationship and fulfill our legal obligations)
- Managing and responding to feedback, compliments and complaints
- Contact details of other parties with which the service deals

CHANH ensures that information collected and held about individuals is kept and undertaken within the Victorian privacy requirements as outlined in the:

- Privacy and Data Protection Act 2014 (Vic)
- Health Records Act 2001 (Vic)
- Privacy Act 1988 (Commonwealth).

Procedures

CHANH will:

- Only collect personal information with prior knowledge and consent
- Only use personal information provided for the purposes for which it was collected

- Not disclose personal information to a third party unless prior consent is obtained
- Ensure that personal information will not be disclosed to other state institutions or authorities except if required by law or other regulation
- Maintain electronic copies of hard documentation
- Manage all personal information in an online secure environment (Executive only access)
- Remove personal information from our system when it is no longer required

CHANH may be required to disclose some personal information held about an individual to:

- Organisations providing services related to staff entitlements and employment
- Insurance providers in relation to specific claims
- Law enforcement agencies
- Health organisations and/or family in circumstances where the person requires urgent medical assistance and is incapable of giving permission
- Anyone to whom the individual authorises the CHANH to disclose information

Any information that identifies an individual is removed before it is used for statistical purposes.

CHANH will not store personal information longer than necessary. In disposing of personal information we will ensure that it is either shredded or destroyed in such a way that no one can access the information.

Related Organisational Policies and Procedures:

- Employee Accommodation and Safe Workplace Policy
- Recruitment, Selection and Screening of Staff Policy
- Feedback, Compliments and Complaints Policy

Responsibilities

Executive Team:

- To implement and monitor policy

Members:

- To be informed of the Privacy Policy
- To participate in policy reviews as required

Staff:

- Implementation of policy, as outlined in position descriptions
- Participation in policy review as required

Breach of Policy

A breach of this policy may result in disciplinary action up to and including termination of employment.