

# Kensington Neighbourhood House

## Privacy Policy

### Introduction

The Kensington Neighbourhood House is committed to protecting the privacy of personal information which the House collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

### Purpose

The purpose of this document is to provide a framework for the Kensington Neighbourhood House in dealing with privacy considerations.

### Legislation

The Kensington Neighbourhood House is bound by Victorian Privacy Laws, the Information Privacy Act 2000 and The Health Records Act 2001.

The Information Privacy Act 2000 sets out how to responsibly collect and use personal information.

The Health Records Act 2001 applies to all Victorians that handle health information. Health information is information or an opinion about the physical, mental or psychological health of an individual. It includes information about a disability or the well-being of an identifiable person.

### Policy

The Kensington Neighbourhood House collects and administers a range of personal information for the purposes of adhering to legislation and funding body requirements. The House is committed to protecting the privacy of personal information it collects, holds and administers.

The Kensington Neighbourhood House recognises the 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.

In broad terms this means that we:

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

The Kensington Neighbourhood House will adhere to the Procedures outlined below:

## Procedures

### Collection

The Kensington Neighbourhood House will:

- Only collect information that is necessary for the performance and primary function of the House.
- Make available an Information Collection Statement on the website which notifies stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.

### Use and Disclosure

The Kensington Neighbourhood House will:

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

### Data Quality

The Kensington Neighbourhood House will:

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

### Data Security and Retention

The Kensington Neighbourhood House will:

- Safeguard the information we collect and store against misuse, loss, unauthorized access and modification.
- Only destroy records in accordance with the ***Records Management Policy***.

### Openness

The Kensington Neighbourhood House will:

- Ensure stakeholders are aware of the Kensington Neighbourhood House's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on our website.

### Access and Correction

The Kensington Neighbourhood House will:

- 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.

### Anonymity

The Kensington Neighbourhood House will:

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

### Making information available to other service providers

The Kensington Neighbourhood House:

- Can 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.
- Can release information to third parties where it is requested in writing by the person concerned.

**Responsibility**

The Committee of Management and all staff members, contractors and volunteers are responsible for the implementation of this policy.

The Manager is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

**Related Documents**

Records Management Policy  
Information Collection Statement

**Approved by Committee of Management:** July 2014

**Proposed Review Date:** July 2016