

Policy Title	PRIVACY POLICY		
Policy Number	COM02	Version	4
Date Approved	10/3/2020	Review Date	March 2023

Policy Statement

Kensington Neighbourhood House (KNH) is committed to protecting the privacy of personal information which it collects, holds and administers.

KNH 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 and also reflected in this policy which is compliant with the Commonwealth Privacy Act 1988.

The **Privacy Act 1988** promotes and protects the **privacy** of individuals and regulates how organisations handle personal information.

The Kensington Neighbourhood House is also bound by Victorian Privacy Laws, the Privacy and Data Protection Act 2014 and The Health Records Act 2001.

The Privacy and Data Protection Act 2014 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.

The purpose of this document is to provide a framework for KNH in dealing with privacy considerations.

Definitions

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) Whether the information or opinion is true or not; and
- (b) Whether the information or opinion is recorded in a material form or not.

Stakeholders include, but are not limited to, staff, house users, volunteers and contractors.

Policy

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

In broad terms this means that we:

- Collect only information which KNH 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.
- Ensure this policy is readily available to all stakeholders.

The Board, staff, 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.
- Ensuring Board, staff, contractors and volunteers understand the requirements of this Policy.
- Ensuring that the following procedures are adhered to at all times.

KNH will:

- Only collect information that is necessary for the performance and primary function of the organisation.
- Publish an Information Collection Statement on the website and display it at reception which notifies stakeholders about why we collect the information and how it is administered.
- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- Obtain express permission from the affected person if it is to be released or used for any other purpose.
- Take reasonable steps to ensure the information collected is accurate, complete, up-to-date, and relevant to the functions the organization performs.
- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with the Records Management Policy.
- Ensure stakeholders are aware of this Policy and its purposes.
- 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.
- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.

KNH does not disclose personal information to overseas recipients.

Related Documents

[Privacy Act 1988](#)

[Privacy and Data Protection Act 2014](#)

[Health Records Act 2001](#)

Information Collection Statement

Records Management Policy