



<b>Konect Equine Wisdom and Wellness Centre</b>
---

<b>Policy: Privacy</b>
------------------------

Policy number: Date adopted: 1/4/2017
---------------------------------------

Authorised by: Emma Gander
----------------------------

Date last reviewed:	Reviewed by	Date of next review:
---------------------	-------------	----------------------

Refer to Section 6 below for information on the process for policy review.

<b>Policy context:</b> This policy relates to:
--

Human Service Quality Framework	Standard 1 (Governance and Management) Indicator 7
---------------------------------	--

Other standards	
-----------------	--

Legislation or other requirements	<i>The Privacy Act 1988 (C'wlth)</i> <a href="http://www.privacy.gov.au/act/index.html">http://www.privacy.gov.au/act/index.html</a> The Information Privacy Act 2009 (not mandatory for NGOs) <a href="http://www.rti.qld.gov.au">http://www.rti.qld.gov.au</a>
-----------------------------------	--

### **1. Purpose: Why do we have a privacy policy?**

To provide an effective and high-quality service and to maintain appropriate accountability, we must collect, store and sometimes share relevant personal information about our clients. It is important that we are consistent and careful in the way we manage what is written and said about a client and how we decide who can see or hear this information.

Our clients have legislated rights to privacy. It is essential that we protect and uphold these rights, and also that we act correctly in those circumstances where the right to privacy may be overridden by other considerations.

To uphold the rights of clients to privacy, each staff member and anyone else who acts on behalf of the organisation (for example, contractors), or other agencies we work with needs an appropriate level of understanding about how we meet our legal obligations.

### **2. Scope**

This policy will apply to

- all the organisation's services and to all clients and agencies
- all staff, volunteers, committee members and contractors
- It will cover all client information, whether written, verbal or electronic covered

### **3. Policy statement: Our commitment**

Konect Equine Wisdom and Wellness Centre is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them. We want our clients to have confidence that we take these responsibilities seriously.



Specifically, we will:

- Aim at meeting legal and ethical obligations as employees, volunteers and managers in relation to protecting the privacy of clients
- Provide clients with information about their rights regarding privacy
- Ensure privacy for clients when they are being interviewed or discussing matters of a personal or sensitive nature with staff or volunteers.

#### **4. Procedures**

##### *4.1 Privacy*

We manage our obligations in relation to protecting the privacy of our clients by making sure that we meet the requirements of relevant legislation:

The federal Privacy Act 1988 requires organisations to meet 10 privacy principles in relation to the way they provide services to clients. We endeavor to meet these principles through our procedures that respect the privacy of those accessing our service.

- When collecting information about visitors to the centre we will hold on file for insurance purposes their personal information and any other details that are relevant to keeping both the visitors , staff and animals safe.
- Sensitive information is kept separate and is not disclosed without permission
- Information is usually collected directly from the visitors their carer's or on their behalf from service providers.
- This information is stored either electronically on private computers or in hard copy in a secured filing system, and only accessible by authorized personnel
- individuals have a right to request access to personal information we hold about them and this may be requested from the head facilitators via written communication such as email or letter to emma\_gander@hotmail.com or post to 489 Wellcamp Westbrook Rd Westbrook Q 4350 or phone 0414 576 129
- Complaints are handled in accordance with our complaints policy

In protecting the privacy of our clients, we ensure they are well informed about their rights and that we take our responsibilities seriously:

- Making a clear and concise copy of our privacy policy freely available to anyone who engages with our organization upon request

In particular, we pay attention to the physical layout of our premises in regard to privacy. We make the following provision for private interview space when interviewing clients or talking with them about matters of a sensitive or personal nature:

- the layout of the public spaces and the positions of conversations and where phone calls may be made when discussing clients, ensuring personal information about clients does not inadvertently become available to other clients



**5. Other related policies and procedures**

Documents related to this policy	
Related policies	<ul style="list-style-type: none"> <li>client records policy</li> </ul>
Forms or other organisational documents	

**Refer to section 5. of the privacy policy template guide for examples to consider when completing this section.**

**6. Review processes**

Policy review frequency: <b>3 years</b>	Responsibility for review: <b>Emma Gander</b>
Review process:	
Documentation and communication:	