

Privacy and Confidentiality Policy

1. Purpose

This policy outlines Avivo's commitment to respecting people's privacy and confidentiality.

2. Introduction

The policy has been developed to ensure our work practice maintains and respect people's privacy and confidentiality and adheres to the Australian Privacy Principles (APP).

3. Scope

The policy applies to all employees, paid and unpaid, undertaking Avivo's work with customers. Our privacy and confidentiality policy relates to information about Personal Information, Health Information and Sensitive Information:

- Personal Information is - Information about the customer.
- Health Information is - Information about the customer's health and/or disability.
- Sensitive Information is - Information about the customer's beliefs, opinions and associates.

4. Policy

We respect and protect the rights of our customers, their families and carers to privacy and confidentiality as well as those of our employees and other people who provide unpaid support.

We are committed to best practice by adhering to the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

It is underpinned by the following principles:

- We respect that information shared by you belongs to you. We only share information with other Avivo staff for the purposes of providing the best possible supports and services to you. We ask for your consent before collecting sensitive information.
- We only share your information with your permission unless there are significant issues of safety or wellbeing that ethically or legally require us to report to another authority. If this is the case, we would inform you.
- We take reasonable steps to ensure information we collect about you is relevant and accurate, and ensure it is kept safe and not used inappropriately. We are required to maintain computerised records about you as well as having paper copies of certain information, such as, your personal file. You can access and review your personal information, including the computerised records.
- If you wish to make enquires with regards to accessing your information, please contact Avivo and a meeting will be arranged within 14 days of you making contact to request to review your information.
- We do not use government identifiers, such as your Medicare Number or Tax File Number as a means of identifying you on our systems. Wherever it is possible we will offer anonymity but in situations where it impacts on the quality of supports, it may be necessary for us to identify individuals.

- To meet funding requirements, we are required to provide statistical information which may include your name.
- We will not transfer personal information to any party or body outside our organisation without your written consent unless it is necessary and authorised by law. If a transfer was to occur at your request we will obtain your written consent to authorise this transfer.
- Your information and consent will be collected and checked with you from time to time to ensure it is up to date and accurate.
- If you no longer require Avivo's services your information will be kept in the inactive section of our recording and filing systems for one year. It will be placed into a secure archive one year after all services cease.

If Avivo has not acted in accordance with their Privacy and Confidentiality Policy, the Australian Privacy Principles or the consent you have given us, you may lodge a complaint by accessing our complaints policy.

5. Responsibilities

It is the responsibility of all employees to respect and protect our customer's privacy and confidentiality.

It is the responsibility of the CEO and Executive to implement and monitor this policy and ensure appropriate systems are in place to protect customer's privacy and confidentiality.

6. References

Australian Privacy Principles

7. Related Documents

OP-PRP-84 Privacy and Confidentiality Procedure

OP-POL-22 Complaints Policy

8. Definitions

APP Australia Privacy Principles