



Procedure: Privacy & Confidentiality

Purpose:

To ensure sensitive information, particularly related to staff & members, is protected from unauthorised disclosure and follows Privacy Legislation.

To ensure personal information is only used for the purpose for which it is collected and such information safeguarded against misuse.

Definitions:

Personal Information - Information or an opinion which is recorded about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion.

Procedure:

Collection of information about staff and Company members is required to enable business activities, such as programme management, to take place and to ensure legal compliance.

In collecting information, the Company ensures that:

- a) Relevant personal and other details collected for programme and membership purposes shall be maintained strictly confidential.
- b) Personnel and payroll details shall be stored securely by the Support Services Manager.
- c) Personal and other details shall be stored electronically on the company's data base (ChilliDB) and other relevant programme databases. Access to these details shall be restricted to Company staff and/or secured with password protection.
- (b) Where practical, personal information is collected directly from the individual concerned and consent obtained for the use of that information. Refer to Consent procedures listed below.
- (c) Individuals have a right to access their personal information that is stored within the Company following approval from their Line Manager.
- (d) Appropriate safeguards are in place to ensure information is protected against loss, inappropriate access, modification, disclosure or other misuse.
- (e) Personal and other details shall not be disclosed to external sources without the prior consent of the individual. In the event of a request for personal details Company staff shall not disclose the information but communicate with the relevant person providing contact details for the person requesting the information.
- (f) Updates to the personnel information maintained by the Company shall be made by the individual to the Support Services Manager in writing via email.
- (g) Information shall be retained securely and disposed of in accordance with the Records Management Procedure.
- (h) No information shall be provided to the media without the prior consent of the individual in consultation with their Line Manager.
- (i) All staff shall be informed of this procedure and that breaches of the policy may result in disciplinary procedures.
- (j) New staff shall be briefed about privacy of information and confidentiality issues as part of their employment and orientation and sign the Confidentiality Compliance Statement.
- (k) New members shall be informed at orientation of the procedure and their signature obtained on the Consumer Compliance Statement.
- (l) In the event photos are taken of an individual, consent shall be obtained prior to use in any Company public documents.