

Graham House Community Centre - Policy & Procedure Manual	
Human Services Quality Standards	
Standard No: 1 Governance and Management	Indicator 1.7: The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.
Standard No: 4 Safety, well-being and rights	Indicator 4.1: The organisation provides services in a manner that upholds people’s human and legal rights.
Policy Name:	Privacy Policy
Scope	This policy and procedure applies to all Graham House Community Centre Inc. members, volunteers, employees, clients/beneficiaries, donors, business partners and online users. The Privacy Act and this Privacy Policy do not apply to acts or practices which directly relate to employee records of Graham House Community Centre Inc. current and former employees.
Definitions	<p>Online users: Refers to anyone that accesses the Graham House Community Centre Inc. website www.grahamhouse.org.au</p> <p>Personal information: As defined by the <i>Privacy Act 1988</i> (as amended) is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.</p> <p>Sensitive information: As defined by the <i>Privacy Act 1988</i> (as amended) is information or opinion (that is also personal information) about an individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record or health, genetic, biometric information or biometric templates, that is also personal information.</p> <p>The website: Means the Graham House Community Centre Inc. website: www.grahamhouse.org.au.</p>

<p>Policy</p>	<p>Graham House Community Centre Inc. respects the privacy of all Graham House Community Centre Inc. people including members, employees, volunteers, our clients/beneficiaries, donors, business partners and online users, and is committed to safeguarding the personal information that is provided to us.</p> <p>Purpose</p> <p>The purpose of this privacy policy is to:</p> <ul style="list-style-type: none"> • clearly communicate the personal information handling practices of Graham House Community Centre Inc. • enhance the transparency of Graham House Community Centre Inc. operations, and • give individuals a better and more complete understanding of the sort of personal information that Graham House Community Centre Inc. holds, and the way we handle that information. <p>Overview of Graham House Community Centre Inc. Programs and Services</p> <p>Graham House Community Centre Inc. is a provider of high quality inclusive service that responds to the needs of individuals with empathy and dignity.</p> <p>Graham House Community Centre provides holistic assistance and nurtures the strengths of individuals and the community to empower them to meet their own needs. Graham House Community Centre Inc. provides services in the form of Family Support, Community Transport, Social Support, Emergency Relief, Community Programs, Venue Hire, and is also an agency for CentreLink.</p> <p>In carrying out this mission Graham House Community Centre Inc. engages volunteers and employees, and receives donations, funding and support from members of the community, corporations, groups and government.</p> <p>In addition to the services which we provide from funds donated by the public, Graham House Community Centre Inc. also holds contracts to deliver State and Commonwealth government programs. In providing such services, we comply with the relevant state or national privacy principles and any additional obligations under these contracts.</p> <p>Outline of this policy</p> <p>'Part A — Personal Information Handling Practices' explains our general information handling practices across Graham House Community Centre Inc. including information about how we collect, use, disclose and store your personal information.</p> <p>'Part B — Files' offers further detail by explaining our personal information handling practices in relation to specific Graham House Community Centre Inc. functions or activities such as contact lists. Here you can find out what sort of records we keep and why. You may find this section helpful if, for example, you have made an enquiry to Graham House Community Centre Inc. and wish to know how we manage our contact list files.</p> <p>Part A — Our Personal Information Handling Practices</p>
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Our obligations under the Privacy Act

This privacy policy sets out how we comply with our obligations under the *Privacy Act 1988* (Privacy Act). We are bound by the Australian Privacy Principles (APPs) in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.

Collection of Personal and Sensitive Information

If you would like to access any Graham House Community Centre Inc. Services on an anonymous basis or using a pseudonym, please tell us. If this is possible and lawful, we will take all reasonable steps to comply with your request. However, we may not be able to provide the services in question if we are not provided with the personal information requested.

The nature and extent of personal and sensitive information collected by Graham House Community Centre Inc. varies depending on your particular interaction with Graham House Community Centre Inc.

Graham House Community Centre Inc. collects personal and sensitive information from clients/beneficiaries, donors, business partners, Graham House Community Centre Inc. people and online users. Further information about the kind of information collected from each of these groups and the usage of such information is detailed below.

Graham House Community Centre Inc. **Clients and Beneficiaries**

Kind of information collected:

- contact details (name, address, email etc.)
- personal details including: date of birth, gender, income
- information on personal issues and experiences, relationships,
- family background, supports clients may have in the community
- areas of interest
- health information and/or medical history
- credit card numbers or bank account details

All information relating to clients is confidential and will not be disclosed to any other person or organisation without the permission of the client. The client will be requested to complete a Client Consent form upon entering the service.

How the information is collected:

- application forms / interviews
- membership applications
- online registration
- telephone

Purpose for which Graham House Community Centre Inc. uses the information:

- to provide Graham House Community Centre Inc. services
- to provide clients/beneficiaries with the most appropriate services for their needs
- to meet any requirements of government funding for programs
- to monitor and evaluate existing services and plan for future services
- to produce annual reports and for research purposes which may involve contracted organisations
- to comply with legal obligations

Graham House Community Centre Inc. **Donors**

Kind of information collected:

- contact details (name, address, telephone numbers, email etc.)
- personal details including: date of birth, gender, income
- areas of interest
- donation history
- credit card numbers or bank account details of all our donors
- expiration date of credit card

How the information is collected:

- communications, email, flyers
- online registration
- telephone

Purpose for which Graham House Community Centre Inc. uses the information:

- to provide Graham House Community Centre Inc. services
- to process donations and provide accurate receipts
- to facilitate on-going fundraising and marketing activities
- to comply with legal obligations
- to provide transparency relating to donated funds, particularly for Appeals for public donations

Graham House Community Centre Inc. **Business Partners**

Type of information collected:

- contact person's name, the name of the organisation which employs the person,
- telephone numbers, fax number, street and
- postal address, email address and position title
- areas of interest by category and industry
- bank details (if Graham House Community Centre Inc. is to receive payment or

	<p>make payment for services received)</p> <ul style="list-style-type: none"> • Australian Business Number (ABN) • type of support (eg. workplace giving, goods in kind, program support, volunteering) <p>How the information is collected:</p> <ul style="list-style-type: none"> • communications, email, flyers • online registration • telephone <p>Purpose for which Graham House Community Centre Inc. uses the information:</p> <ul style="list-style-type: none"> • to provide Graham House Community Centre Inc. services • to process donations and provide accurate receipts • to pay for services • to establish and manage partnerships • to receive services from you or the organisation which employs you • to manage Graham House Community Centre Inc. 's relationship with the business partner • to provide information about Graham House Community Centre Inc. 's services • to update the company on Graham House Community Centre Inc. appeals for public donations, programs and services <p>Graham House Community Centre Inc. People (volunteers, employees, delegates) and candidates for volunteer work and prospective employees</p> <p>Type of information collected:</p> <ul style="list-style-type: none"> • contact details (name, address, telephone numbers, email etc.) • personal details including personal details of emergency contact person(s) • date of birth • country of birth, citizenship, residency and/or visa details • details of current/previous employment or volunteer involvement • skills and experience • languages spoken and written • qualifications, • drivers licence details • information and opinions from referees for prospective employees and candidates for volunteer work • a Police Check may be required for some roles in Graham House Community
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Centre Inc. (particularly those involving children, young people and other vulnerable individuals). Individuals will be required to provide certain information for a Police Check. There are different arrangements for Police Checks in each state and territory of Australia. In some cases the Police Check will be received directly by Graham House Community Centre Inc. and then stored securely or destroyed.

- in some situations it is necessary for Graham House Community Centre Inc. to collect or receive information about an individual's health. In this circumstance, Graham House Community Centre Inc. will advise why the information is being collected and whether and to whom it will be released.

Purpose for which Graham House Community Centre Inc. uses the information:

- to provide Graham House Community Centre Inc. services
- to process an application to become a member, volunteer or employee of our organisation
- to facilitate a placement in an appropriate service or position
- to assist with services whilst an individual is employed or engaged as a volunteer with Graham House Community Centre Inc.
- to provide feedback on performance as a volunteer or employee
- to meet legislative responsibilities to all volunteers and employees
- to obtain feedback from individuals about their experiences
- to assist Graham House Community Centre Inc. to review and improve its programs and services to keep individuals informed about Graham House Community Centre Inc. developments and opportunities
- to provide information about Graham House Community Centre Inc. services
- to facilitate further involvements with Graham House Community Centre Inc. (eg. membership, donor)

Graham House Community Centre Inc. **Members**

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- date of birth
- credit card details
- expiration date of credit card
- areas of interest

Purpose for which Graham House Community Centre Inc. uses the information:

- to provide Graham House Community Centre Inc. services
- to provide communication updates and ensure transparency relating to donated

funds, particularly Appeals for public donations, and Graham House Community Centre Inc. operations

- to process donations and provide accurate receipts
- to facilitate ongoing fundraising and marketing activities
- to provide info about Graham House Community Centre Inc.
- to receive invitations to upcoming events and activities
- to recognise your support of Graham House Community Centre Inc.

Online Users

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms and conditions of use for the Graham House Community Centre Inc. website.

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- credit card number
- expiration date of credit card
- non-personal information eg. visitor navigation and statistics
- server address, browser type, date and time of visit
- personal information

Purpose for which Graham House Community Centre Inc. uses the information:

- to process donations, purchase orders, online bookings, purchases/ transactions (eg. booking First Aid Health & Safety courses)
- to analyse website usage and make improvements to the website
- Graham House Community Centre Inc. does not match the personal information collected with the non-personal information

Additional Information

The website may from time to time contain links to other websites. Graham House Community Centre Inc. stresses that when an online user accesses a website that is not the Graham House Community Centre Inc. website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check that particular website's policy.

How We Collect Information

Where possible, we collect your personal and sensitive information directly from you. We

collect information through various means, including telephone and in-person interviews, appointments, forms and questionnaires. If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us.

In some situations we may also obtain personal information about you from a third party source. If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purposes for which we are collecting your personal information and the organisations to which we may disclose your information, subject to any exceptions under the Act. For example, we may collect information about you from a health care professional, such as your doctor.

Health Information

As part of administering Graham House Community Centre Inc. services, Graham House Community Centre Inc. may collect health information. For example, Graham House Community Centre Inc. collects health information (such as medical history) from some clients/beneficiaries participating in Graham House Community Centre Inc. programs. When collecting health information from you, Graham House Community Centre Inc. will obtain your consent to such collection and explain how the information will be used and disclosed.

If health information is collected from a third party (such as on referral from a service provider), Graham House Community Centre Inc. will inform you that this information has been collected and will explain how this information will be used and disclosed.

Graham House Community Centre Inc. will not use health information beyond the consent provided by you, unless your further consent is obtained or in accordance with one of the exceptions under the Privacy Act or in compliance with another law. If Graham House Community Centre Inc. uses your health information for research or statistical purposes, it will be de-identified if practicable to do so.

Use and disclosure of Personal Information

We only use personal information for the purposes for which it was given to us, or for purposes which are related to one of our functions or activities.

We may share your personal information with our associated operational divisions, such as Graham House Community Centre Inc. Transport.

For the purposes referred to in this Privacy Policy (discussed above under '*Collection of Personal and Sensitive Information*'), we may also disclose your personal information to other external organisations including:

- Government departments/agencies who provide funding for Graham House Community Centre Inc. services
- Contractors who manage some of the services we offer to you, such as distribution centres who may send information to you on behalf of Graham House Community Centre Inc. Steps are taken to ensure they comply with the APPs when they handle personal information and are authorized only to use personal information in order to provide the services or to perform the functions required by Graham House Community Centre Inc.;
- Health care professionals, who assist us to deliver our services;

- Other regulatory bodies, such as WorkSafe;
- Referees and former employers of Graham House Community Centre Inc. employees and volunteers, and candidates for Graham House Community Centre Inc. employee and volunteer positions; and
- Our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, Graham House Community Centre Inc. will not disclose an individual's personal information to a third party unless one of the following applies:

- the individual has consented
- the individual would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected)
- it is otherwise required or authorised by law
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- it is reasonably necessary to assist in locating a missing person
- it is reasonably necessary to establish, exercise or defend a claim at law
- it is reasonably necessary for a confidential dispute resolution process
- it is necessary to provide a health service
- it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety
- it is necessary for research or the compilation or analysis of statistics relevant to public health or public safety
- it is reasonably necessary for the enforcement of a law conducted by an enforcement body.

We do not usually send personal information out of Australia. If we are otherwise required to send information overseas we will take measures to protect your personal information. We will protect your personal information either by ensuring that the country of destination has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that safeguards your privacy.]

Security of Personal and Sensitive Information

Graham House Community Centre Inc. takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.

These steps include password protection for accessing our electronic IT system, securing paper files in locked cabinets and physical access restrictions. Only authorized personnel are permitted to access these details.

When the personal information is no longer required, it is destroyed in a secure manner, or deleted according to our Records Disposal Policy.

Access to and correction of personal information

If an individual requests access to the personal information we hold about them, or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold the information, or not make the changes.

Requests for access and/or correction should be made to the Privacy Officer (details of which are set out below). For security reasons, you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

In the first instance, Graham House Community Centre Inc. will generally provide a summary of the information held about the individual. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in Graham House Community Centre Inc. databases and in paper files, and which may be used on a day to day basis.

We will provide access by allowing you to inspect, take notes or print outs of personal information that we hold about you. If personal information (for example, your name and address details) is duplicated across different databases, Graham House Community Centre Inc. will generally provide one printout of this information, rather than multiple printouts.

We will take all reasonable steps to provide access or the information requested within 14 days of your request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within 30 days.

Graham House Community Centre Inc. may charge you reasonable fees to reimburse us for the cost we incur relating to your request for access to information, including in relation to photocopying and delivery cost of information stored off site. For current fees, please contact the Privacy Officer.

If an individual is able to establish that personal information Graham House Community Centre Inc. holds about her/him is not accurate, complete or up to date, Graham House Community Centre Inc. will take reasonable steps to correct our records.

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;

- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of Graham House Community Centre Inc.
- access discloses a 'commercially sensitive' decision making process or information; or
- any other reason that is provided for in the APP's or in the Privacy Act.

If we deny access to information we will set our reasons for denying access. Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the complaints procedure set out below.

Complaints Procedure

If you have provided us with personal and sensitive information, or we have collected and hold your personal and sensitive information, you have a right to make a complaint and have it investigated and dealt with under this complaints procedure.

If you have a complaint about Graham House Community Centre Inc. privacy practices or our handling of your personal and sensitive information please contact our Privacy Officer (details of which are set out below).

All complaints will be logged on our database.

A privacy complaint relates to any concern that you may have regarding Graham House Community Centre Inc. privacy practices or our handling of your personal and sensitive information. This could include matters such as how your information is collected or stored, how your information is used or disclosed or how access is provided to your personal and sensitive information.

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable timeframe, usually 30 days or as soon as practicable.

However, in some cases, particularly if the matter is complex, the resolution may take longer.

Once the complaint has been made, we will try to resolve the matter in a number of ways such as:

- ***Request for further information:*** We may request further information from you. You should be prepared to provide us with as much information as possible, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential.
- ***Discuss options:*** We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with

our Privacy Officer.

- **Investigation:** Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
- **Conduct of our employees:** If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
- **The complaint is substantiated:** If your complaint is found to be substantiated, you will be informed of this finding. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.
- If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this Privacy Policy has been followed, Graham House Community Centre Inc. may decide to refer the issue to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.
- At the conclusion of the complaint, if you are still not satisfied with the outcome you are free to take your complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au.

We will keep a record of your complaint and the outcome.

We are unable to deal with anonymous complaints. This is because we are unable to investigate and follow-up such complaints. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try and investigate and resolve them appropriately.

Changes to this Privacy Policy

Graham House Community Centre Inc. reserves the right to review, amend and/or update this policy from time to time.

We aim to comply with the APPs and other privacy requirements required to be observed under State or Commonwealth Government contracts.

If further privacy legislation and/or self-regulatory codes are introduced or our Privacy Policy is updated, we will summarise any substantial modifications or enhancements in this section of our Privacy Policy.

How to contact us

Individuals can obtain further information in relation to this privacy policy, or provide any comments, by contacting us:

Telephone

07 4169 8400

Post

Privacy Officer
Graham House Community Centre Inc.
P.O. Box 136
Murgon Qld. 4605
Telephone: 07 4169 8400

Email

admin@grahamhouse.org.au

Part B — Files: how we handle specific types of files that contain personal information

All files containing personal information are maintained on the premises with locked key access by staff only. Files will not be left in the open where the public may view or access them. Files will not be removed by any person without the permission of the Centre Manager. Files are stored for 7 years and then securely disposed of. Files are also stored on electronic backup.

Appropriate arrangements are in place at the organisational level to ensure that access to

computerised records is granted only to employees requiring such access in the course of their duties.

Archiving Records

When a client leaves the service their record is held in a separate filing cabinet for a year. After this time the file is archived on site. If a client returns to the service their file is retrieved from the archives.

Destruction of Information

Archived information is securely destroyed after the following time periods:

Staff records: Seven years (including those for any staff who have ceased employment with the service)

Employment applications: Successful applications, seven years. Unsuccessful (six months)

Client records: Seven years after the client ceases receiving services, except for Aboriginal and Torres Strait Islander clients, whose records are kept indefinitely

Financial records: Seven years

General administrative records: Seven years

Contacts Lists

Purpose

We maintain contacts lists which include contact information about individuals who may have an interest in community services. We use these contacts lists to distribute information about our activities and publications.

Collection

It is our usual practice to collect personal information in contacts lists directly from individuals, for example, where they have asked to be added to a contact list.

Sometimes we collect personal information from a third party or from a publicly available source such as a website or telephone directory. We usually only collect personal information in this way if the individual would reasonably expect us to, or has given their consent. For instance, we might collect this information if we thought that the individual (or the organisation they work for) would like to receive information about services we are carrying out, or that they might be likely to consider information about our services useful in the work they do. We would only contact this individual in their work capacity.

Use and disclosure

We only use personal information in contacts lists for the purpose of managing stakeholder relations.

We do not give personal information about an individual to other organisations or anyone else without consent unless the individual would reasonably expect, or has been told, that information of that kind is usually passed to those organisations or individuals, or the disclosure is otherwise required or authorised by law.

	<p>Data quality</p> <p>We maintain and update personal information in our contacts lists when we are advised by individuals that their personal information has changed. We also regularly audit contacts lists to check the currency of the contact information. We will remove contact information of individuals who advise us that they no longer wish to be contacted.</p> <p>Data security</p> <p>The personal information in the contacts lists is stored in either password protected electronic media or in locked cabinets in paper form. When no longer required, personal information in contacts lists is destroyed in a secure manner or deleted in accordance with Records Disposal Policy.</p> <p>Routine access to contacts lists is limited to the database operators who have responsibility for maintaining the contacts lists. Other staff members have access to the personal information in contacts lists on a need to know basis.</p> <p>Access and correction</p> <p>For information about how to access or correct personal information in our contacts lists see 'Access and correction' in Part A of this document.</p>		
Responsible Officer:	Manager		
Breaches:	<p>Breaches of this Policy will be dealt with by the Manager.</p> <p>Action will be appropriate to the breach and may include: an official warning and note on the person's personnel file; a formal apology; counselling; demotion, transfer, suspension; or dismissal for very serious matters.</p> <p>If an employee or volunteer breaches this policy the Manager and Management Committee will be informed and disciplinary action may be taken.</p>		
Related Legislation:	Privacy Act 1998 Right to Information Act 2009		
Associated Policies:	Record Keeping and Disposal Policy		
Associated Forms:	Client Complaint Form Complaints Register Record Storage and Disposal Register		
Version: 1	Date Ratified:	19 th March 2014	
Date of Review:	3 years from date ratified.	Date of Next Review:	19/3/17