

Privacy Policy

Stronger Together Foundation is committed to protecting and upholding the right to privacy of clients, staff, volunteers, Board of Directors, event attendees, supporters, and representatives of agencies we deal with. In particular Stronger Together Foundation 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.

Stronger Together Foundation requires staff, volunteers and Board of Directors to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

The organisation will follow the guidelines of the *Australian Privacy Principles* in its information management practices.

Stronger Together Foundation will ensure that:

- it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients, event attendees, supporters, and organisational personnel
- clients are provided with information about their rights regarding privacy
- clients, event attendees, supporters and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature
- all staff, Board of Directors and volunteers understand what is required in meeting these obligations

This policy conforms to the *Federal Privacy Act (1988)* and the *Australian Privacy Principles* which govern the collection, use and storage of personal information.

(Note: The Federal Privacy Act applies to organisations with an annual turnover over \$3m or organisations that are health service providers, operators of a residential tenancy database, a contractor that provides services under a Commonwealth contract, an organisation that is related to a larger organisation or one which trades in personal information.

Many funding contracts may require that funded organisations comply with the Australian Privacy Principles).

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

Responsibilities and delegations

This policy applies to	Staff, Senior Management, Volunteers, Board of Directors, Event Attendees, Supporters
Specific responsibilities	

Policy approval	Senior Management
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Policy context – this policy relates to:	
Standards	
Legislation	Australian Privacy Principles (APP) Federal Privacy Act (1998) National Disability Insurance Scheme Act 2013
Contractual obligations	
Organisation policies	Access to Confidential Information Policy Client Records Policy
Forms, record keeping, other documents	Staff Code of Conduct Agreement

Procedures

Dealing with personal information

In dealing with personal information, Stronger Together Foundation staff will:

- ensure privacy for clients, staff, volunteers, event attendees, supporters, or Board of Directors members when they are being interviewed or discussing matters of a personal or sensitive nature.
- only collect and store personal information that is necessary for the functioning of the organisation and its activities.
- use fair and lawful ways to collect personal information.
- collect personal information only by consent from an individual
- ensure that people know what sort of personal information is held, what purposes it is held it for and how it is collected, used, disclosed and who will have access to it.
- ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves.
- take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure.
- destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents have expired.

Responsibilities for managing privacy

- All staff are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.
- Senior Management is responsible for content in Stronger Together Foundation publications, communications and web site and must ensure the following:
 - appropriate consent is obtained for the inclusion of any personal information about any individual including Stronger Together Foundation personnel
 - information being provided by other agencies or external individuals conforms to privacy principles.
 - that the website contains a Privacy statement that makes clear the conditions of any collection of personal information from the public through their visit to the website.

- Senior Management is responsible for safeguarding personal information relating to Stronger Together Foundation staff, Board of Directors, volunteers, and contractors.
- **The Privacy Contact Officer:** The Privacy Contact Officer will be the senior manager. The senior manager will be responsible for:
 - ensuring that all staff are familiar with the Privacy Policy and administrative procedures for handling personal information
 - ensuring that clients and other relevant individuals are provided with information about their rights regarding privacy
 - handling any queries or complaint about a privacy issue.

Privacy information for clients

At intake clients will be told what information is being collected, how their privacy will be protected and their rights in relation to this information.

Privacy for interviews and personal discussions

To ensure privacy for clients or staff when discussing sensitive or personal matters, the organisation will ensure:

- all discussions take place in an office or private interview space
- all phone calls are made within a Stronger Together Foundation office area or private staff area
- all private information is stored within a locked Stronger Together Foundation office or a secure online client management system when not in use
- all private information removed from the Stronger Together Foundation premises by staff is to remain under their personal care/security at all time.
- all discussions take place in an office or private interview space
- all phone calls are made within a Stronger Together Foundation office area
- all private information is stored within a locked Stronger Together Foundation office when not in use
- all private information removed from the Stronger Together Foundation premises by staff is to remain under their personal care/security at all time.

Receiving communication

People who have registered through the Stronger Together Foundation website to receive email communications from the Stronger Together Foundation, or have provided details at a fundraising event, may receive newsletters, marketing emails or invitations to future Stronger Together Foundation events. These people may opt out of receiving such materials at any time by emailing info@stf.org.au. If people do send the Stronger Together Foundation a request to have their details removed, the Stronger Together Foundation will remove the contact details from their distribution lists.

Participants in research projects

People being invited to participate in a research project must be:

- given a choice about participating or not
- given the right to withdraw at any time
- informed about the purpose of the research project, the information to be collected, and how information they provide will be used
- given copies of any subsequent publications.

The collection of personal information will be limited to that which is required for the conduct of the project. Individual participants will not be identified.

Organisational participants in research projects will generally be identified in Stronger Together Foundation research, unless the nature of a particular project requires anonymity or an organisation specifically requests it.

Changes to our privacy policy

From time to time it may be necessary for us to revise our privacy policy. We reserve the right to change our privacy policy at any time without prior notice. We will notify you of the changes by posting an updated version of the policy on our website

Problems or queries regarding our privacy policy

Queries relating to the Privacy Policy can be submitted in writing to the Stronger Together Foundation at 16/5-7 Anella Avenue, Castle Hill 2154, or via info@stf.org.au.

Policy Review and Version Tracking			
Review	Date Approved	Approved By	Next Review
1	October 2018	Senior Manager	October 2020
2	October 2020	Senior Manager	October 2022
3	September 2023	Senior Manager	September 2025
4	June 2026	Senior Manager	June 2028

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