

## Privacy and Confidentiality Policy

CO.AS.IT values and recognises your privacy as important and abides by the Privacy Act 1988 and the Privacy Amendment Act 2000. This privacy policy outlines the way in which we handle personal information from individuals including staff and volunteers (including the Board of Management).

CO.AS.IT. recognizes that agencies/individuals have a right to expect that all information should be dealt with in a confidential manner. CO.AS.IT. is committed to safeguarding confidentiality and ensuring that privacy is respected as a priority.

### **Scope**

This policy relates to information regarding the agencies/individuals circumstances. This policy extends to information taken in writing or disclosed verbally.

### **Objectives**

To ensure that agencies/individuals can enjoy the benefits of CO.AS.IT. services confident that their privacy and confidentiality is safeguarded

A relationship of trust can be developed.

### **Collection of Personal Information**

CO.AS.IT. only collects personal information that is relevant and necessary to the running of our organisation. Personal information is collected from individuals for the purpose of employment, volunteering and membership.

Verbal information or confidences shared during conversations will be treated as confidential and the agencies/individuals right to privacy respected at all times.

The kind of personal information we collect from staff and volunteers includes contact details and personal details including where relevant any health related information which would be only used in emergency medical situations.

For membership services we only collect contact details of the individual or organisation. This information is used for the sharing of information and resources and mailing of our newsletter.

Failure to supply such personal information may limit your ability to be employed, volunteer or become a member of CO.AS.IT.

The collection and recording of personal information will be completed in a confidential area and not in a public area.

### ***Protection of Information***

CO.AS.IT. strives to ensure that the security and privacy of information is kept at all times and uses a variety of physical and electronic measures including restricting physical access and the use of passwords for all electronic data. CO.AS.IT. does not retain information and disposes of data which is no longer relevant or required in a confidential manner.

CO.AS.IT. does not disclose confidential information to a third party without written permission of the individual or organisation. This permission may be withdrawn at any time in writing to the Privacy Officer/President.

CO.AS.IT. does not sell or trade confidential information under any circumstances.

### ***Accessing Personal Information***

Individuals or their authorised representatives (as requested by the individual) may access personal information by writing a letter to the Board of Management/Privacy Officer at the office address below. An authorised representative is a representative that has been given authority by the individual in writing to access information or hold a legal document e.g. Power of Attorney/Power of Guardianship.

There is no charge for access to information, however an administrative fee may be charged for the time to search for information and photocopying. Upon receipt of a request in writing a response will be given within 14 days.

Any personal information found to be inaccurate or incomplete will be corrected once the request for an alteration is made in writing. A request may also be made in writing should the individual wish to have their personal information removed from our records, this may limit their involvement with CO.AS.IT. and should be discussed with the President/Privacy Officer.

CO.AS.IT. is committed to ensuring information is secure and accurate and requires notification of any changes to personal information so that the records are maintained.

### ***Privacy and our Website***

Our website [www.coasitsa.org.au](http://www.coasitsa.org.au) is a source of information to the community only and excludes liability for any use of anything contained on or accessed via this site.

At this time we do not collect or store any information about individuals visiting our site. Your email address will only be recorded if you send us a message and will only be used for the purpose for which you have provided.

Our website contains links to third parties sites but is not responsible for their content. Links are for convenience only and do not constitute endorsement by CO.AS.IT. CO.AS.IT. does not have any information about the privacy policies of these sites.

### ***Responsibility***

It is the responsibility of the Project officer to ensure that measures are in place to achieve the objectives of this policy.

### ***For More Information***

Further information can be obtained by contacting the President/Privacy Officer via the details listed below.

CO.AS.IT. SA Inc.  
Privacy Officer  
398B Payneham Road  
GLYNDE SA 5070

Email: [coasitsa@chariot.net.au](mailto:coasitsa@chariot.net.au)  
Phone: (08) 8165 3755  
Fax: (08) 8337 2111