

## Privacy and Confidentiality Policy

CO.AS.IT.(SA) values and recognises the right to Privacy.

CO.AS.IT.(SA) through 5 social support programs provides quality, culturally and linguistically inclusive services that enable older Italian people to continue living as valued members of the community to enhance their quality of life.

### Scope

This policy outlines how CO.AS.IT.(SA) will abide by the Privacy Act 1988 and the Privacy Amendment Act 2000 and the Australian Privacy Principles 2014.

### Objectives

- To clarify processes relating to the collection and management of personal information.

### Organisational systems and processes

#### *Purpose of collection of personal information*

- CO.AS.IT.(SA) only collects personal information that is essential for the running of the organisation. Personal information is collected from Board members, clients, staff, volunteers and contactors.
- The type of personal information collected includes contact details (may include email addresses). Personal information is collected from Board members, clients, staff, volunteers and contactors when necessary to facilitate their role and this may include any health related information that is vital for use in emergency situations.
- Personal information may be stored electronically and/or in hard copy.

#### *Protection of personal information*

- CO.AS.IT.(SA) maintains the security and privacy of personal information through a variety of physical and electronic measures including restricted physical access to hard copy records and the use of passwords to access electronic data.
- CO.AS.IT.(SA) does not release personal information to a third party without the consent of the individual and does not sell or trade mailing lists (that may include personal contact details) under any circumstances.
- CO.AS.IT.(SA) disposes of personal information that is no longer relevant in a confidential manner.

#### *Access to personal information*

- Individuals or their authorised representatives may access personal information held by CO.AS.IT.(SA) on written application to the Project Manager of CO.AS.IT.(SA).
- Upon receipt of a written application to access personal information, a response will be given within 14 days.
- There will be no charge to access personal information.
- If personal information held by CO.AS.IT.(SA) is found to be inaccurate or incomplete it will be changed on receipt of a written request accompanied by details of the correct personal information from the individual or their authorised representative.

#### *Privacy and the Co. As. It. (SA) website*

- The Co. As. It. (SA) website [www.coasitsa.org.au](http://www.coasitsa.org.au) is in the public domain and is maintained as source of information about the CO.AS.IT.(SA) organisation and the Italian community
- The CO.AS.IT.(SA) website includes links to third party sites. These links are established for convenience and this linkage does not constitute endorsement of these sites or their content by CO.AS.IT.(SA). CO.AS.IT.(SA) is not responsible for the content of these third party sites or other sites to which they may in turn be linked.
- At this time CO.AS.IT.(SA) does not collect or store information about individuals visiting [www.coasitsa.org.au](http://www.coasitsa.org.au).

#### *Information about the right to privacy*

- CO.AS.IT.(SA) will inform clients, staff, volunteers and Board members about their rights to privacy as part of their induction and ongoing support activities
- CO.AS.IT.(SA) will make public its Privacy Policy via its website.

Reference: HCS

Expected Outcome: 3.2