

# Privacy Policy

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## Policy

Protection of information privacy, particularly sensitive and health information, is important to the GriefLine organisation. Our privacy notices support and endorse the privacy principles contained in the *Information Privacy Act 2000* and the *Health Records Act 2001*.

As started in the Acts:

“Personal information” is information or opinion, whether true or not, about a person whose identity can reasonable be established from the information or opinion.

“Sensitive information” is personal information that may be used as a basis for discrimination, such as ethnicity, religious beliefs, sexual preference or criminal record.

“Health information “is the information about a person’s health, medical conditions or disabilities.

GriefLine will only collect, use and store information that is necessary to provide our members with the services that they require and to maintain the quality of our services. Relevant medical practices may be collected with the client’s consent.

GriefLine only uses information for the purpose for which it was collected and then responsibly destroys information that is no longer required to provide the services or by law.

GriefLine will store all personal, sensitive and health information securely in a lockable cupboard and where electronic records exist, they are password protected, as detailed in our *Information and Record Management Policy*.

### **Mandatory Use of Personal Information**

GriefLine is committed to ensuring information privacy. However, there are some occasions when we are required by law to disclose information held about an individual. In most circumstances the individual will be informed if we need to do this.

### **Procedures**

1. Where GriefLine routinely disclosures personal information to a third party/organisation, an individual will be informed prior to him/her disclosing the information that it will be disclosed and to whom.
2. Where an unexpected occasion arises where GriefLine is required to disclose the personal information of an individual, all reasonable attempts will be made to obtain the individual’s prior consent. If this is not possible and where non-disclosure may cause a negative impact on the individual, other persons or GriefLine, disclosure may be made without the individual’s consent.
3. Where the health and/or safety of an individual or someone else is at risk, or where otherwise required by law, GriefLine may disclose personal information without the individual’s consent.

## **Access to Information**

On request, all staff, students and volunteers will have access to their personal records to review and update information that is held.

### **Procedures**

1. Staff, volunteers and students will advise an individual seeking access to their personal information to make an appointment with the Chief Executive Officer (CEO).
2. The CEO will make available all personal information held about the individual available for his/her perusal at the agreed appointment time.
3. The CEO will advise the individual that any personal information that is incorrect will be corrected and updated at his/her request.
4. The CEO will destroy any personal information of the individual that is held by GriefLine at the individual's request, unless the information is required by law.

## **Privacy Officer**

GriefLine is responsible for the appointment of a Privacy Officer to ensure that GriefLine complies with the privacy principles contained in the *Information Privacy Act 2000* and the *Health Records Act 2001*. The Privacy Officer (the Clinical and Operations Manager) is available to deal with concerns regarding the collection, use, storage, disclosure and access of an individual's personal information.

### **Procedures**

1. All staff, students and volunteers will be advised of the nominated Privacy Officer through the orientation program.

## **Privacy Notices**

GriefLine has developed privacy notices to enable the dissemination of the information contained herein about Griefline's rights and responsibilities to ensure information privacy.

### **Procedures**

Staff, members, volunteers and students of GriefLine:

1. All staff, students, members and volunteers of GriefLine will be given information about:
  - a. The collection, use, storage, disclosure and access of their own personal information.
  - b. Their responsibilities in the collection, use, storage, disclosure and access of the personal information of other staff, students and volunteers and the records of GriefLine.
  - c. The policy that volunteers do not share stories or any information with family and friends or anyone outside of GriefLine organisation. All staff, students, and volunteers will be informed that they do not have to provide their personal information as requested by GriefLine. However non-disclosure may limit the services that GriefLine may otherwise provide that individual and my result in him/her being unable to be employed (in a paid or voluntary capacity) with GriefLine.
2. All staff, volunteers, students and members of GriefLine will be informed that breaches of confidentiality will result in disciplinary action, and in extreme or

repeated circumstances will result in termination of the individual's engagement with GriefLine.

3. All staff and volunteer contracts will contain a statement agreeing that they have read, understood and accept their responsibilities regarding compliance with the GriefLine privacy policy and procedures. This statement will be signed on appointment.
4. Information about GriefLine privacy policies and procedures will be disseminated:
  - a. With all position descriptions and when a new position is advertised.
  - b. At information and orientation sessions for new staff and volunteers.
  - c. At staff meetings and professional development sessions for current staff and volunteers.
  - d. At training sessions for volunteers.
  - e. When an individual registers as a member of GriefLine.
  - f. At general meetings for current members.

### **Students**

1. All students will be given information about the privacy legislation regarding the collection, use, storage, disclosure and access of their own personal information.
2. All students will be informed that they do not have to give the information requested by GriefLine, however, non-disclosure may result in their exclusion from the service.
3. This information will be disseminated at:
  - a. Enrolment of the individual
  - b. Enrolment sessions
  - c. Training