

Privacy & Confidentiality Policy

Policy Number	OP21	Version	1
Drafted by	CEO	Approved by Board on	13/12/2021
Responsible person	Chairperson	Scheduled review date	13/12/2024

Policy Statement

Zahra Foundation is committed to protecting the privacy and confidentiality of all Personal Information it collects and holds on behalf of the organisation. This policy outlines our ongoing obligations in respect of how we manage Personal Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). These govern the way in which we collect, use, disclose, store, secure and dispose of Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au.

What is personal information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include, names, addresses, email addresses and phone numbers. This Personal Information is obtained in many ways including correspondence, by telephone, by email, and from third parties. We collect your Personal Information for the primary purpose of providing our services to you and providing information to our clients. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained



- For a secondary purpose that is directly related to the primary purpose
- With your consent, or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party. If there is a specific person you would prefer your information not be shared with, please advise a staff member.

Disclosure of Personal Information

Your Personal Information may be disclosed in circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. Personal Information is or will be stored in line with the State Records Act 1992 (SA).

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. Zahra Foundation will not charge any fee for your access request. In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete, and up to date. If you find that the information



we have is not up to date or is inaccurate, please advise us as soon as possible so we can update our records and ensure we can continue to provide quality services to you.

Privacy & Confidentiality Obligations

Employees and volunteers who collect, use, or disclose Personal Information on behalf of the Zahra Foundation have a responsibility to act in accordance with the Australian Privacy Principles and to take appropriate measures to avoid a breach of confidence. An employee or volunteer of the Zahra Foundation must not disclose, copy, or record Personal Information other than in the course of official business, or cause unauthorised access to or modification of Personal Information held by the Zahra Foundation. At any time during and after employment with the Zahra Foundation, employees and volunteers must not use, divulge, copy, or communicate any confidential information to any person without consent, regardless of whether the other person is an employee of the Zahra Foundation or not, except as required in the ordinary performance of their duties. Unauthorised access to Personal Information must be reported to the General Manager. Failure to comply with this Policy may result in disciplinary action.

Legislation

Privacy Act 1988 (Cth)

State Records Act 1992 (SA)

Information Sharing Guidelines

Related Documents

- Confidentiality Agreement
- Client Notice of Rights & Confidentiality Agreement
- Complaints and Feedback Policy

Authorisation

Board Secretary on behalf of Zahra Foundation Board

13 December 2021

Zahra Foundation Australia