

POLICY – Privacy

Policy Statement

BCD is committed to protecting and upholding the right to privacy of customers, employees, volunteers, Board members and representatives of agencies with which we deal. In particular BCD is committed to protecting and upholding the rights of our customers to privacy in the way we collect, store and use information about them, their needs and the services we provide to them. 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.

Scope

Board, CEO, Employees, Volunteers, Customers, Community

Principles

BCD will follow the guidelines of the Australian Privacy Principles in its information management practices. BCD will ensure the following:

- That it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of customers and organisational staff.
- That customers are provided with information about their rights regarding privacy and are advised of the types of information collected and contained within their files, the purpose for retaining such information, what the information will be used for, who will have access to the information and how information can be amended.
- That customers and employees are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
- That all new employees, volunteers and student placements receive training relating to BCD's Privacy Policy and relevant procedures during the induction and onboarding
- That all employees, volunteers and student placements sign a Privacy and Confidentiality Agreement upon commencement.
- That any personal information will not be sent overseas
- BCD will adhere to all requirements imposed under the *Privacy Act 1988*, including the requirements imposed by the *Privacy Amendment (Notifiable Data Breaches) Act 2017*, to strengthen the protection of personal information.

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

(Note: The 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.



BCD Community Care Inc

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

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