

Privacy & Confidentiality Policy

Who All staff, body corporate members and volunteers

Why To ensure confidentiality of personal information

Definition of personal information *personal information* means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. (As defined in the Privacy Act 1988.)

Our vision is to enhance the health and well being of our community through research, education, support, community partnerships and shared resources

Policy

The Redcliffe Hospital Foundation complies with the *Privacy Act 1998* which requires organisations handling personal information to have a written code of practice.

All Redcliffe Hospital Foundation staff, body corporate members and volunteers who, in the course of their work, have access to personal information must not communicate, publish, release or disclose this information without the written consent of the person it relates to or as required by law.

The Redcliffe Hospital Foundation complies with the National Privacy Principles in the Privacy Amendment (Private Sector) Act 2000 with regard to collection, use, storage and access to personal information

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Collection of personal information

The Redcliffe Hospital Foundation will only collect personal information that is relevant for providing a particular service or fulfilling a particular function of the organisation.

The Redcliffe Hospital Foundation will collect information by means that are not unreasonably intrusive and are sensitive to the person's circumstances, including cultural awareness.

Our focus is on preventative health as well as the treatment of disease, both within the hospital and in the broader community

Limits on use and disclosure of personal information

Personal information shall only be used or disclosed where:

- It is used for the purpose for which it was originally collected or directly related;
- The individual or the individual's authorised representative authorises it;
- It is necessary to prevent or lessen a serious and imminent threat to the individual or public health, welfare or safety;
- It is necessary for the maintenance of law, protection of public revenue, proceedings before any court or tribunal, or improving the health, welfare or safety of the community after being authorised by an appropriate ethics committee;
- It is required or authorised by law.

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Consent

Supporters will be informed about how their information will be used. This will include an understanding of the following:

- Who will access the information;
- The reason why the information is collected;
- Whether the collection of the information is voluntary or mandatory;
- How the information will be used;
- That the information may be computerised.

Legal or statutory authority

In some circumstances, access to records is authorised or required by law. Information is only released after the legal authority of the request has been verified.

Security of data

All personal information, whether paper or electronic, is protected from unauthorised access, alteration and loss by the following measures:

- Staff education: staff are informed of the *Confidentiality Policy* as part of their orientation; staff are trained in handling personal information.
- External user access: external users are informed of and bound by the Information Privacy Code of Practice and are not allowed to access clients' personal information for purposes other than for which permission is granted
- Physical measures: records are stored in locked fireproof filing cabinets; access to offices is restricted; computer cannot be accessed without a password
- Accuracy of personal information: record information that is accurate, up to date, complete and not misleading. If a client requests correction of their personal information: take all reasonable steps to change the information that is agreed to be incorrect where proof of accuracy can be provided, e.g. date of birth; place copies of the correction in the client's file; if refused (eg. Information related to diagnosis or an opinion) allow the client to make a statement about the request made and refused and their own comments.

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Retention and disposal of personal information

Information is retained as per the Public Records Act 1973

Secure archiving of records; to facilitate ease of retrieval in the event that this information may be accessed in the future.

Appropriate and secure dispose of records when it is no longer required.

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Privacy & Confidentiality Agreement Form

This form is to be signed by volunteers before undertaking volunteer services for The Foundation.

While you are a volunteer of The Redcliffe Hospital Foundation you may be privileged to information that must be kept private and confidential

It is your responsibility to read the Redcliffe Hospital Foundation Privacy & Confidentiality Policy

All details relating to clients and their families are to remain private and confidential. The names and personal details of the client are not be discussed outside of the work environment or with personnel who are not connected to the Foundation.

It is your responsibility to maintain the privacy and confidentiality of clients and Redcliffe Hospital Foundation business at all times. Failure to do so constitutes a breach of this agreement.

I, _____ have read the above statements and agree to keep private and confidential all information relevant to clients, staff and Redcliffe Hospital Foundation business.

Signature of volunteer _____

Signature of witness _____

Date _____

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