



Privacy and Confidentiality – Policy and Procedure

SECTION 1 - INTRODUCTION

Scope

This document applies to all Nexus Support Services workers. A person is a worker if the person carries out work in any capacity for Nexus Support Services, including work as:

- (a) a Director; or
- (b) an employee; or
- (c) a contractor or subcontractor; or
- (d) an employee of a contractor or subcontractor; or
- (e) an employee of a labour hire company who has been assigned to work at Nexus Support Services or
- (f) an apprentice or trainee; or
- (g) a student gaining work experience; or
- (h) a volunteer.

Principles

All customers have a right to privacy of their personal information, and Nexus Support will not seek information that is not relevant or necessary to the performance of their duties.

Personal information is information or an opinion about an individual whose identity is reasonably identifiable. Examples of personal information include a person's name, address, date of birth and details about their health or disabilities.

SECTION 2 - POLICY

Our policy is to respect and protect the privacy of all people connected with Nexus Support including but not limited to customers, workers, contractors.

In dealing with personal information, we abide by the obligations imposed on us under federal law, including the *Privacy Act 1988* (Cth) *Privacy Act* and the *National Disability Insurance Scheme Act 2013* (Cth) (*NDIS Act*).

SECTION 3 - PROCEDURE

Collecting Information

What information we may collect

We collect and hold information which is reasonably necessary for us to carry out our role. The kinds of information we collect and hold includes (but is not limited to) personal information about customers and other users of our services, and about our employees, contractors and providers.

Examples of personal information that we may collect includes:

- name, contact details date of birth and age
- gender, details about customers' physical or mental health, including disabilities
- information about customers' support requirements
- details of guardians and nominees, including names, addresses and contact details

- details of feedback or complaints about services provided by us
- employee records.

How we collect information

- We will often collect personal information from the customer and / or their guardian directly. This is completed during the initial contact stage. Information is gathered and recorded appropriately in a client file electronically. We will also update personal information as required or at minimum when a new Service Agreement is being developed.
- We collect personal information about employees and prospective employees in order to conduct employment and employment-related activities such as payroll services, recruitment and selection, performance management, reporting and work health and safety

Responsibilities

- All employees are provided with a Welcome Pack which includes important documents that must be signed off as read and understood. The Nexus Support Services Privacy and Confidentiality Policy and Procedure are included in this pack.
- Staff to take reasonable and necessary steps to keep any electronic information safe and secure from others.
- All workers are not to discuss or disclose personal information about other staff members or customers.
- Documentation containing personal information should not be printed unless necessary and approved by the Director.
- Electronic devices containing personal information should have a pin-code, password or other locking mechanisms to avoid un-authorised access. Example; mobile phones should have a pin-code.
- If a workers personal information needs to be updated, it is their responsibility to advise Nexus Support Services accordingly.
- If a customers personal information needs to be updated, it is their responsibility to advise Nexus Support Services accordingly.

Protecting of Personal Information

We take steps to ensure that no-one outside Nexus Support Services can access information we hold about someone without that person's consent, unless that access is authorised or required under law.

We have systems and procedures in place to protect personal information from misuse and loss, as well as from unauthorised access, modification or disclosure. These steps include:

- paper records are held securely;
- access to personal information is on a need-to-know basis, by authorised personnel;
- our premises have secure access