

## YUMARO PRIVACY/CONFIDENTIALITY POLICY

### Aims and Objectives of the Policy

- This policy aims to ensure that all information given to Yumaro Limited by a Participant, employer, other organization or person will be treated as confidential and will only be released to other parties with the express permission of the “owner” of that information.

### Policy Statement

#### **Legislation:**

- Yumaro’s Privacy/Confidentiality Policy abides by the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

#### **Guidelines for collection of information**

- Yumaro collects and maintains information from service users, Participants, volunteers and supporters in order to properly conduct its business. For example, details directly relating to the Participants’ ability, interests and limitations in regard to work will be recorded and kept for the purposes of furthering their employment opportunities.
- Where possible, information is collected directly from the individual. However where information is collected from a third party, the individual is informed or may reasonably expect that we have been given this information (for example, a service user using our employment services will be told, or can be expected to know, that we have already received some information on them from Centrelink).

#### **Guidelines on the use and disclosure of information**

- All information given to Yumaro Limited by a Participant or their parents/advocate/carer will be treated as confidential and used for the purpose for which it was collected or for a closely related secondary purpose, where the service user’s needs have changed or become extended. (For example a service user may provide information when joining Yumaro as a Participant. Later on, the service user may join a different program or be referred on to a different provider who may better meet the service user's needs. In either case, some information may be passed on with the service user).
- Where we use information for direct marketing by Yumaro (non-sensitive information only\* such as contact details), we provide our contact with the opportunity to decline or modify any further direct marketing.
- We may be required to disclose information by law or for various legal purposes (for example, we often have to provide information on service users to the government bodies that fund our programs).

\*Sensitive information includes information on race, ethnicity, political opinions, religious or philosophical beliefs, trade union membership, health information or sexual inclination. Yumaro does not collect sensitive information without consent or where required by law.

- Where Yumaro is required to share information with other services the participant will be asked to read / have explained the details and if consent is granted they must sign the “*Consent to store and release information form*” – see Yumaro server

### **Guidelines on ensuring data security**

- All personal information is held under secure conditions with our CMS (Supportability) with access restricted to those individuals who need it to carry out their work under Yumaro programs.
- All written information will be kept in files and housed in a locked filing cabinet. Files will not leave the Yumaro Limited office and will not be left on desk's etc.
- Any information in soft copy (digital) will be stored on password protected Sharepoint server

### **Guidelines on access to information and correction of information**

- When it is in the Participants' best interests Yumaro Limited will seek to gain or release information relevant to finding the Participant a job or service. This will be done if the "authority to gain or release information" form has been signed by the Participant (and their advocate if appropriate).
- Staff will at all times be careful to protect Participants' privacy and confidentiality especially in relation to other consumers, other service providers and funding bodies.
- Under no circumstances will Yumaro sell or receive payment for licensing or disclosing personal information about services users, Participants, volunteers or supporters.

### **Procedure**

- To access personnel files written consent of the Participant must be sought ("authority to gain or release information" form), these documents accessed must be relevant to the need or purpose for accessing the file.
- Where information is to be shared with other relevant service providers the "*Consent to store and release information form*" must be used – see Yumaro server
- Each Participant has the right to access their personal file.
- Staff will at all times uphold Yumaro's Privacy/Confidentiality Policy and not reveal private information to any other person unless prior permission in writing has been given by the Participant.
- Staff are required to sign a confidentiality agreement as part of their employment with Yumaro.
- Yumaro in conjunction with a Participant will destroy unnecessary documents attached to a file after five years.