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| **PRIVACY** |

**PURPOSE**

This policy defines the way Radio 2RPH ensures that the information it collects and stores about individuals is managed in accordance with legislated Privacy Principles and the privacy requirements of relevant funding bodies

**2RPH SERVICE STANDARD**

1. The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence

**POLICY STATEMENT**

2RPH is committed to protecting and upholding the right to privacy of clients, staff, volunteers, Board members and representatives of agencies we deal with. In particular, 2RPH is committed to protecting and upholding the rights of our members, listeners and volunteers to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

2RPH is committed to transparency in its operations and to ensuring it is open to public scrutiny. It must also balance this with upholding the rights of individuals to privacy and of the organisation to confidentiality on sensitive corporate matters.

2RPH requires staff, volunteers and Board members to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

2RPH is subject to Privacy Act 1988. The organisation will follow the guidelines of the *Australian Privacy Principles 2015* in its information management practices.

2RPH will ensure that:

* it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of members, clients and organisational personnel.
* clients and members are provided with information about their rights regarding privacy.
* clients and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
* all staff (paid and volunteer) and Board members understand what is required in meeting these obligations.

This policy will apply to all records containing personal information about individuals, whether in hard copy or electronic document, to interviews or discussions of a sensitive personal nature and to the content placed on the 2RPH website or any other electronic or internet information sharing system.

Personal information submitted to complete online purchases and donations through the official website of Radio for the Print Handicapped of NSW Co-operative Ltd is to be used only to ship and process orders or to provide a receipt, and is not shared, sold, bartered or leased to third-party vendors.

Radio for the Print Handicapped of NSW Co-operative Ltd will, upon request, and subject to applicable privacy laws, provide access to previously supplied personal information that is held in its systems.

2RPH will prevent unauthorised persons gaining access to an individual’s confidential records and permit individuals access to their own records when this is reasonable and appropriate.

Accordingly, access to some 2RPH documents and records will be limited to specified individuals and not be available to others for viewing.

This policy applies to the internal records, client records and unpublished materials of 2RPH.

**DEFINITIONS**

(see Quality Framework & Definitions document)

**DOCUMENTATION**

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| **Applies to:** All staff and Board members managing or accessing confidential information |  |
| **Specific responsibility:** Chair, 2RPH Board |
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| **Policy context:** This policy relates to | |
| Standards or other external requirements | **Standard for service**  1. The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence: |
| Legislation or other requirements | Privacy Act 1988 (Clth)  Australian Privacy Principles 2015 |

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| **Related Documents** | |
| 2RPH policies | Code of Conduct  Governance  Compliance  Volunteer Management  Human Resources  Organisational Risk |
| 2RPH Procedures and other documents | Access to Confidential Information procedure  Grievance Complaints and Disputes  Staff Orientation & Induction procedure  Volunteer Management procedure  Volunteer Application Form  Application for membership of the Co-operative  Renewal of membership of the Co-operative  Listener Database  Listener Contact form  Membership Register of the Co-operative |

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| **Reviewing and approving this policy** | | |
| Frequency | **Person responsible** | **Approval** |
| Biennially | Chair, 2RPH Board | 2RPH Board |

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| **Policy review and version tracking** | | | | |
| **Review** | **Date Approved** | **Approved by** | **Next Review Due** | |
| 1 | 31 July 2014 | Board of Directors | By December 2015 | |
| 2 | ????? | Board of Directors | ????? | |
| 3 |  |  |  | |