

Privacy and confidentiality

Category:	Caring for people	Version:	1
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Purpose

To provide guidance on meeting national legislative standards on maintaining the privacy of our member, worker and student records, consistent with our policies on caring for people.

Policy

1. The personal contact details for members and students collected by Northey Street City Farm are to be used solely by the Administration Team, authorised teachers and coordinators of core Farm activities.
2. Sensitive documents are not to be left lying around. Likewise, conversations should reflect this respect.
3. Personal details of members will not be shared with outside parties without the consent of the member.

Procedures

1. All hard documents containing personal details of members and students are kept in locked files in the office. Soft documents are kept in password-protected systems.
2. Files are only accessible by authorised personnel: the Administration Team and team coordinators.
3. If any documents of a confidential nature are accidentally seen by people other than the Administration Team and team coordinators, please inform a member of the Administration Team or the Operations Team Leader. If deemed necessary, the person whose file has been exposed should be contacted and informed. This is an important procedure to ensure trust and transparency within our privacy process.
4. If the document is on a computer screen, please “minimise” immediately if the screen can be viewed by anyone other than a member of the Administration Team or team coordinators.
5. Files are to be destroyed by shredding and then mulching or by hard-drive deletion.

