

BP-PRIVACY POLICY

Reference to:

National Standards for Disability Services

- Standard 1 Rights
- Standard 2 Participation and Inclusion
- Standard 3 Individual Outcomes
- Standard 4 Feedback and Complaints
- Standard 5 Service Access
- Standard 6 Service Management

Review Details:

Version No.	Details of Revision	Approval Date	Next Review Date
01	Original document	Management Committee Meeting November 2014	November 2015
02	Policy review	Management Committee Meeting March 2015	November 2016
03	Policy review	Management Committee Meeting April 2017	July 2018
04	Policy review	Management Committee Meeting June 2017	July 2018
05	Policy review	Management Committee Meeting May 2018	February 2020

Independent Advocacy in the Tropics Inc (IATI) including all its registered Business Names, is an accredited disability advocacy service who:

- Respects the privacy of all people associated with it including members, employees, management committee members, volunteers, clients, organisations and online users, and is committed to protecting the privacy of personal information it collects, holds and administers. This policy applies to all people associated with IATI.
- Recognises the essential right of individuals to have their information administered in ways, which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.
- Is bound by laws that impose specific obligations when it comes to handling information. The current *Privacy Act* and this Privacy Policy do not apply to Acts, Regulations or practices that directly relate to current and former employee records.
- Will cooperate with external complaint resolution agencies where a person with disability has approached such an agency, in the investigation of complaints. External complaints mechanisms can include the Complaints Resolution and Referral Agency (CRRS), the National Abuse and Neglect Hotline, the Australian Human Rights Commission, the Privacy Commissioner or other advocacy agencies. Disability advocacy agencies are expected to refer people with disability to other advocacy agencies for support during the complaints process, if this support is requested.

IATI has adopted the following principles contained as minimum standards in relation to handling personal information.

1. Collect only information which the organisation requires for its primary function.
2. Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered.
3. Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent.
4. Store personal information securely, protecting it from unauthorised access.
5. Personal information is stored wholly within Australia.
6. Provide stakeholders with access to their own information, and the right to seek its correction.
7. Privacy complaints are dealt with under IATI's External Party Complaint Policy and the process is detailed in the External Party Complaint Flow Chart.
8. If the complaint is not resolved internally (Stage 5), then a written complaint can be lodged with the Department of Social Services.

Complaints Resolution and Referral Services
Phone: 1800 880 052 (Free Call)