

Communities@Work Privacy Policy



Communities@Work – Privacy Policy

Communities@Work is strongly committed to protecting the privacy of its staff, volunteers, clients and stakeholders and respecting the confidentiality of information provided to the organisation.

Communities@Work aims to collect and manage an individual's information in a manner that is transparent and conducive to the regulatory environment in which it operates.

In all circumstances, we will take all reasonable steps to secure the confidentiality of information provided to us.

Australian Privacy Principles (APPs) dictate minimum requirements that must be met by law to ensure appropriate management of personal and sensitive information that Communities@Work receives and uses.

Our Privacy Policy

Communities@Work collects relevant information to enable it to perform its functions. As part of this process, it collects personal and sensitive information.

Communities@Work has legal obligations to ensure the protection, proper use and handling of personal and sensitive information.

Communities@Work places a high value on the rights of individuals to have their personal privacy protected.

Communities@Work has practices and procedures in place to ensure compliance with the Privacy Act 1988 and the Australian Privacy Principles (APPs) which regulate

the collection, storage, security, use and disclosure of personal information.

At all times, the APPs will constitute Communities@Work's privacy policy and be strictly adhered to.

Detailed information on the privacy rights of our clients, stakeholders and employees is available at:

Privacy Act 1988

www.comlaw.gov.au

Australian Privacy Principles

www.oaic.gov.au

Security

All personal and sensitive information held by Communities@Work is contained in secure physical and electronic environments. Internal procedures ensure the protection of information against unauthorised access, loss, modification, misuse or disclosure. The only people in our organisation who are permitted to have access to personal or sensitive information, regardless of the format, are employees, contractors and volunteers who have a genuine requirement to access the information to do their jobs.

Communities@Work does not use identifiers such as tax file numbers, Medicare numbers or driver's licence numbers.

Individuals have the right to ask for their personal information* to be amended if they believe the information is incomplete, incorrect, out of date or misleading. This also applies to personal information that has been or is being used, or is available for use, for an administrative purpose.

*e.g. name, surname, date of birth, address, etc.

Collection of Personal and Sensitive Information

When we collect personal and sensitive information we:

- collect it, as far as practicable, only from the individual concerned;
- collect it by fair and lawful means;
- collect only personal information that is necessary for Communities@Work to deliver its services.

Some personal information is collected to enable administration of our billing or

payments systems. We do not permanently retain that information; once the need to retain records in accordance with relevant legal obligations has expired, the information shall be disposed of securely.

Individuals have no obligation to provide the information requested by Communities@Work. However, withholding information in some circumstances may affect the quality and efficiency of the services delivered by Communities@Work.

Handling of Personal Information

Communities@Work maintains personal information security as per Australian Privacy Principle 11, including complying with the Notifiable Data Breaches (NDB) Scheme. In line with our obligations under this scheme:

- We shall take reasonable steps to ensure an assessment of eligible data breaches is completed within the time frame stipulated by the Scheme.

- We shall provide a statement to each of the individuals whose data was breached or who are at risk.
- We shall send a copy of the statement to the Office of the Australian Information Commissioner.
- Furthermore, we shall undertake a review of how the breach occurred and enhancement to security measures to protect personal information, necessitated by such an event.

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