


PROCEDURE TITLE	PRIVACY		
RELATED POLICY AREA:	GOVERNANCE	DATE APPROVED:	31/10/2022
VERSION:	DRAFT	REVIEW BY:	31/10/2024
APPROVED BY BOARD OR THE EXECUTIVE DIRECTOR			

Statement



SACID says that privacy is important.



SACID wants to keep the privacy of personal information safe for everyone.



SACID respects people's right to privacy.



Our privacy procedure tells us:

- How personal information is collected
- How personal information is kept safe
- Your right to access information we collect about you.



What we mean



Name	_____
Address	_____ _____
Phone Number	_____



Personal information

SACID keeps information about people who use our services.

This information tells us about them.

This could include:

- name
- address
- email address
- phone number
- date of birth
- medical information.

Employment information

SACID keeps information about our staff.



Staff	
Education	_____ _____ _____
Skills	_____ _____ _____
Experience	_____ _____ _____

This could be information about:

- previous jobs
- tax
- superannuation
- emergency contacts
- criminal history screenings.



Procedure



This procedure tells SACID staff and volunteers how to keep personal and employment information private.



SACID collects personal information

- in person
- phone call
- email
- electronic forms
- meetings
- interviews
- site visits.



SACID will only collect information needed to

- complete or perform a task
- update information request database.



SACID will tell people

- why their information is being collected
- what their information will be used for
- that they can access their own information if they want to.



SACID will collect information from the person directly when possible.

If this is not possible, SACID will tell the person their information has been collected and why.



SACID will only share people's information:

- If the information is needed or requested under law.
- To prevent serious or dangerous threat to life, health, or safety.
- If we think something is against the law e.g., fraud or stealing.



To protect people's information SACID will make sure:

- That printed copies of personal information are stored safely and securely.
- That laptops and other devices with personal information have a password.
- That our office where these are stored is safe and secure.
- That staff only have access to personal information they need.
- That Board members, staff, volunteers and students are trained about privacy and confidentiality.



If someone is not happy about SACID's use of their personal information, they can make a complaint by

- Email
- Letter
- In person
- Phone call.

SACID will let them know we have got the complaint within 24 hours.

We will follow our Compliments, Feedback and Complaints Procedure.

We will try and resolve the complaint as soon as we can.



If someone is not happy with how SACID resolves their complaint, they can make a complaint to the Office of the Australian Information Commissioner (OAIC) via this link

<https://www.oaic.gov.au/privacy/privacy-complaints/>

Responsibilities



The SACID Board will:

- Make sure that SACID staff use and know about the Privacy Procedure.
- Make sure the procedure works well for SACID.



The SACID Executive Director will:

- Make sure staff understand and follow the procedure.
- Make sure systems are in place to store personal information safely and confidentially.
- Report any problems about personal information and privacy to the Board.



SACID Employees will:

- Know about the Privacy Procedure and follow it.
- Use the right systems to store personal information.
- Make sure people who use out services understand how their information will be used and stored.
- Report any problems about personal information and privacy to the Executive Director.



Other information you can look at...

SACID Information:

- Code of Conduct
- Confidentiality Agreement
- Records Management Procedure
- Recruitment Procedure

Relevant Industry Standards:

- The Australian Privacy Principles contained in the Privacy Act 1988

Relevant Legislation:

- Privacy Act 1988