



Grow Wellbeing Privacy Code

Document Number PD2017-07

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Governance: Personnel/Workforce

Summary: This Privacy Code details how Grow Wellbeing uses and manages personal information provided to or collected by it .

Author Policy Development

Applies to All employees of Grow Wellbeing

This policy may be varied, withdrawn or replaced at any time. Compliance with this policy directive is mandatory for all employees of Grow Wellbeing.

GROW WELLBEING PRIVACY POLICY

PURPOSE

The Grow Wellbeing privacy policy sets out how and why the organisation collects , stores and uses our clients information. It defines the standards that are applied to the collection of private information. The policy establishes a collection and storage framework for the clients of Grow Wellbeing. The privacy policy also sets out the rights and obligations of Grow Wellbeing and its clients under Australian Privacy laws.

MANDATORY REQUIREMENTS

All employees of Grow Wellbeing, no matter their position or the roles that they play must abide by the Privacy Policy and the principles that it promotes.

IMPLEMENTATION

The directors and leadership team at Grow Wellbeing will ensure that the policy is published throughout the organisation. All employees, undertaking or delivering Wellbeing services for Grow Wellbeing must be given a copy of the privacy policy on commencement of work. Directors and members of the leadership team at Grow Wellbeing must ensure that the staff that they employ are aware of and understand their responsibilities under the policy. A copy will also be made available to the site manager and employees or clients.

PRIVACY POLICY

30-10-2017

PRIVACY POLICY

Your privacy is important

This statement outlines Grow Wellbeing policy on how the organisation uses and manages personal information provided to or collected by it. The Organisation is bound by the National Privacy Principles contained in the Commonwealth Privacy Act. Grow Wellbeing is also bound by the principles contained in the Health Records and Information Privacy Act 2002. Grow Wellbeing may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Grow Wellbeing operations and practices and to make sure it remains appropriate to the changing health environment

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What kind of personal information does Grow Wellbeing collect ?

The type of information Grow Wellbeing collects and holds includes (but is not limited to) personal information, including sensitive information, about:

Clients health and personal wellbeing.

Personal Information you provide: Grow Wellbeing will generally collect personal information held about an individual by way of forms filled out , or through face to face meetings and during group sessions.

How will Grow Wellbeing use the personal information you provide?

Grow Wellbeing will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

Clients In relation to personal information of clients, Grow Wellbeing's primary purpose of collection is to enable the organisation to provide mental health and wellness programs for its clients.

The purpose for which Grow Wellbeing uses personal information of its clients include: to keep them informed about our services; day to day administration; looking after clients', social and medical wellbeing; to satisfy Grow Wellbeing legal obligations.

Who might Grow Wellbeing disclose personal information to?

The organisation may disclose personal information, including sensitive information, held about an individual to: government departments; medical practitioners; and anyone else authorised to access this information.

How does Grow Wellbeing treat sensitive information?

In referring to 'sensitive information', the organisation means: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual. Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

Grow Wellbeing staff are required to respect the confidentiality of a client's personal information and the privacy of individuals. The organisation has in place steps to protect the personal information the organisation holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and pass worded access rights to computerised records.

Updating personal information

Grow Wellbeing endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by Grow Wellbeing by contacting Grow Wellbeing at any time. The National Privacy Principles require Grow Wellbeing not to store personal information longer than necessary.

You have the right to check what personal information Grow Wellbeing holds about you.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which the organisation holds about them and to advise Grow Wellbeing of any perceived inaccuracy. There are some exceptions to this right set out in the Act. To make a request to access any information the Grow Wellbeing holds about you please contact the Director of Grow Wellbeing in writing. Grow Wellbeing may require you to verify your identity and specify what information you require.

Consent and rights of access to the personal information of clients'

Grow Wellbeing respects every client's right to make decisions concerning their health.

If you would like further information about the way the Grow Wellbeing manages the personal information it holds, please contact the Director of Grow Wellbeing

Consent and rights of access to the personal information of clients'

Information Collection Notice

1. Grow Wellbeing collects personal information, including sensitive information about pupils and parents or guardians before and during the course of a pupil's enrolment in one of our programs. The primary purpose of collecting this information is to us to provide treatment for your son/ daughter.
2. Some of the information we collect is to satisfy our legal obligations, particularly to enable us to discharge our duty of care.
3. Certain laws governing or relating to the operation of our services require that certain information is collected. These include Public Health and Child Protection laws.
4. Health information about pupils is sensitive information within the terms of the National Privacy Principles under the Privacy Act.
5. Grow Wellbeing from time to time discloses personal and sensitive information to others for administrative and educational purposes.
6. Personal information collected from pupils is regularly disclosed to parents or Guardians.
7. Parents may seek access to personal information collected about them and their son/ daughter by contacting Grow Wellbeing. However, there may be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in the breach of the duty of care to the pupil, or where pupils have provided information in confidence.
8. If you provide Grow Wellbeing with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to Grow Wellbeing and why, that they can access that information if they wish and that Grow Wellbeing does not usually disclose the information to third parties.