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| **Insert name of organisation** |
| **Privacy Policy Template** | |

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| Policy number: Date adopted: | | | |
| Authorised by: | | | |
| Date last reviewed: | Reviewed by **insert name of officer, position title** | Date of next review: |

Refer to Section 6 below for information on the process for policy review.

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| **Policy context:** This policy relates to: | |
| Legislation or other requirements | **Insert any other legislation that applies** |
| Other standards | **Insert other accreditation systems that apply** |
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***1. Purpose: Why do we have a privacy policy?***

To provide an effective and high-quality service and to maintain appropriate accountability, we must collect, store and sometimes share relevant personal information about our clients. It is important that we are consistent and careful in the way we manage what is written and said about a client and how we decide who can see or hear this information.

Our clients have legislated rights to privacy. It is essential that we protect and uphold these rights, and also that we act correctly in those circumstances where the right to privacy may be overridden by other considerations.

To uphold the rights of clients to privacy, each staff and management member needs an appropriate level of understanding about how we meet our legal obligations.

***2. Scope***

This policy will apply to **Indicate which clients, stakeholders and staff the policy will apply to. Are there any limits or conditions on the way the policy applies to some people?**

***3. Policy statement: Our commitment***

**Insert organisation name** is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them. We want our clients to have confidence that we take these responsibilities seriously.

Specifically, we will:

* **What will your organisation do to implement this policy? List your actions below. These will be reflected by and further described in your procedures**

***4. Procedures***

*4.1 Privacy*

We manage our obligations in relation to protecting the privacy of our clients by making sure that we meet the requirements of relevant legislation:

* **List the key points of the Privacy Act as it applies to your service.**

In protecting the privacy of our clients, we ensure they are well informed about their rights and that we take our responsibilities seriously:

* **Explain the information you provide to clients about their rights regarding privacy**
* **Describe the steps employees, volunteers and managers are required to take to protect the privacy of clients**

In particular, we pay attention to the physical layout of our premises in regard to privacy. We make the following provision for private interview space when interviewing clients or talking with them about matters of a sensitive or personal nature:

* **Describe the options available for staff or volunteers and clients to use private spaces (such as interview rooms), to request a home visit, to make an appointment outside opening hours, etc.**

***5. Other related policies and procedures***

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| **Documents related to this policy** | |
| Related policies | **List related policies** |
| Forms or other organisational documents | **List other organisational documents** |

***6. Review processes***

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| Policy review frequency: **Indicate how often this policy will be reviewed** | Responsibility for review: **Indicate who will review this policy** |
| Review process: **Describe how the policy will be reviewed** | |
| Documentation and communication: **Describe how the policy decisions will be documented and communicated** | |