



2.4 Privacy and Confidentiality

The Redcliffe Community Bus is committed to protecting the privacy of personal information which the organisation collects, holds and administers on behalf of its members, volunteers and staff.

The Committee understands that stakeholders may have concerns about their privacy and the confidentiality and security of information provided to the organisation. The organisation is bound by laws which impose specific obligations when it comes to handling information.

Personal information collected by the Redcliffe Community Bus is for the primary purpose of membership requirements including reporting for Government funding purpose and essential information necessary to provide safe and efficient bus transport for shopping and day and weekend bus trips.

Collection

- The Redcliffe Community Bus will only collect information that is necessary for the organisation to provide the services the members expect and the services we are contracted to perform under our Service Agreement with the Dept of Social Services, Commonwealth Home Support Program.

Use and Disclosure

- The Redcliffe Community Bus can only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose. The completion of the Medical and Emergency Forms, for use on bus trips, signifies approval by the member for the information to be given to emergency personnel such as paramedics and/or hospital staff.
- For any other purpose, the Redcliffe Community Bus must obtain consent from the affected person.

Data Quality

- The Redcliffe Community Bus will take reasonable steps to ensure the information collected is accurate, complete, up to date and relevant to the functions we perform.

Data Security and Retention

- The Redcliffe Community Bus will safeguard the information collected and store against misuse, loss, unauthorised access and modification. This includes computer and network security with hard copies of documents held in locked cabinets.
- Records will be held for seven years before destroying.

Access and Correction

The Redcliffe Community Bus will:

- ensure members, volunteers and staff are aware of the Privacy Policy and its purposes, why we collect the information and how it is administered.



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- notify members, volunteers and staff that this information is accessible to them and they have a right to access the information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

Anonymity

- The Redcliffe Community Bus will give members the option of not identifying themselves when completing evaluation forms or surveys.
- All data sent to our funding bodies will be coded using RCB's client database to ensure no member can be identified by the data submissions.

Confidentiality

- Volunteers and staff sign a confidentiality clause on commencement with the organisation.
- Volunteers and staff receive training related to maintaining privacy and confidentiality of information they may have access to in the course of their work with RCB
- Volunteers and staff are always required to exercise discretion and are not to talk or gossip about information they are privileged to hear.

Legislation:

Privacy Act 1988 and Australian Privacy Principles

I have read and understood this policy

Name _____

Date _____

Signature _____