



Policy number:	31		
Responsible person:	Chief Executive Officer	Approved by Board on:	February 2020
Date written:	March 2017 (revised February 2020) (revised March 2023)	Scheduled review date:	March 2025

Purpose

The purpose of this policy is to provide the overarching framework for upholding and ensuring privacy for all associated with RLOA services, activities and operations.

Scope

This policy applies to all RLOA services, activities, and operations and includes all employees, carers, volunteers, participants/service recipients, donors, business partners and online users.

Principles

The principles that govern this policy are consistent with the Information Privacy Act 2009 (Qld) and include:

- Collection of Personal Information – RLOA must not collect Personal Information unless the information is necessary for (or directly related to) a lawful purpose directly related to a function or activity of the company and such information will only be collected by lawful and fair means.
- Collection of Personal Information (requested from individual) – where RLOA has requested that an individual provide his or her Personal Information, RLOA will take all reasonable steps to ensure that the individual is made aware of certain matters before (or as soon as is practicable after) the time the information is collected. Such matters include the purpose of the collection and the entities to whom the information has been disclosed. A privacy collection statement will be issued to individuals as information is collected.
- Collection of Personal Information (relevance etc.) – RLOA will take reasonable steps to ensure that all Personal Information collected is relevant to the purpose for which is collected; is complete and up to date and is not collected in an unreasonably intrusive manner.
- Storage and security of Personal Information – RLOA will ensure (including by implementing adequate security safeguards) that all Personal Information held by the company is protected against loss, unauthorised access, use modification or disclosure or any other misuse of that information, including ensuring that third party service providers do not misuse or disclose the Personal Information.
- Providing information about documents containing Personal Information – RLOA will take all reasonable steps to ensure that individuals can find out whether the company has control of any documents containing their personal information; the type of Personal Information contained in any such

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documents; the main purpose for which such Personal Information is used and how an individual can access such documents.

- Access to documents containing Personal Information – subject to certain exemptions, RLOA will provide individuals with access to the personal information the company holds about them.
- Amendment of documents containing Personal Information – Subject to certain exceptions, RLOA will take all reasonable steps to ensure that Personal Information is accurate, relevant, complete, up to date and not misleading. If an individual requests that RLOA correct information and RLOA considers that it is not required to do so, RLOA will (at the individual's request) attach to the information a statement provided by the individual.
- Checking of accuracy etc, of Personal Information before use - Before using Personal Information, RLOA will take all reasonable steps to ensure that the information is accurate, complete and up to date.
- Use of Personal Information only for relevant purpose – If RLOA proposes to use Personal Information for a particular purpose, the company will only use the parts of the information that are directly relevant to fulfilling the particular purpose.
- Limits on use of Personal Information - RLOA will not use Personal Information obtained for a particular purpose for another purpose unless an exception applies, for example, the individual has consented to the use of the information for the other purpose; or the other purpose is directly related to the purpose for which the information was obtained.
- Limits on disclosure - RLOA will not disclose Personal Information to any entity unless an exception applies, for example, the individual has consented to the disclosure. Where the disclosure is permitted under this, RLOA will take all reasonable steps to ensure that the relevant entity will use or disclose the information only for the purpose for which it was disclosed to RLOA. Special rules apply where RLOA wishes to disclose personal information to an entity who will use the information for marketing purposes.

Policy Statement

RLOA respects the privacy and confidentiality of the information provided by everyone associated with the company and is committed to ensuring that all personal information is managed in accordance with the Information Privacy Act 2009 (Qld).

RLOA is committed to protecting the privacy of all participants, employees, volunteers, beneficiaries, donors, business partners and online users.

RLOA maintains confidentiality and uses the information collected to maximise the quality of the services that are provided.

All employees, carers, contractors and volunteers of RLOA have a responsibility to uphold the privacy of all personal information in complying with this policy.

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Related Legislation and Documentation

- Public Records Act 2002
- Evidence Act 1997
- Child Protection Act 1999
- Child Protection Regulation 2011
- Right to Information Act 2009
- Information Privacy Act 2009
- Information Standard 18 (Information Security)
- Information Standard 40 (Recordkeeping)
- National Disability Insurance Scheme Act 2013 (Cth)
- Disability Services Act 2006 (Qld)
- The Aged Care Act 1997
- Mental Health Act 2000 (Qld)

Quality Standards

NDIS Quality and Safeguarding Framework

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