

Privacy of and Access to Personal Information Policy

Policy

The dignity and privacy of our residents / clients, staff and volunteers and business providers is maintained by ensuring that personal information is only used for the primary purpose for which it was provided.

UCH will ensure that personal information collected or held:

1. is accessible only to staff or authorised personnel who have a need for access in order to perform their duties, and includes controls on password allocation for accessing UCH’s computer systems and that physical files are kept in a locked cabinet accessible only to the relevant manager and which may not be accessed by any other person without the knowledge and approval of the manager;
2. is not made available to third parties without the express consent of the individual , except where this is necessary to achieve the primary purposes for which the information was given to us; and
3. is destroyed or de-personalised when we no longer have either an operational need or statutory obligation to hold the information.

Subject to any restrictions permitted by law, individuals will be given reasonable access to the personal information we hold about themselves and an opportunity to add their comments on that information to our records.

UCH as part of its commitment to ensure the privacy of our residents / clients and staff does not permit the unauthorised use of listening devices in respect of private conversations, optical surveillance devices in respect of private activities and tracking devices in respect of location of persons and objects. UCH will only permit the use of surveillance devices in a private area if given authority by an eligible judge or a nominated Administrative Appeals Tribunal (AAT) member unless special circumstances or urgency exist.

Attachments

CPM 2.3 Attachment 1 – Brochure – “Privacy of Personal Information”

References

All UCH management and operational manuals and procedure documents.

Legislation

Privacy Act 1988 and National Privacy Principles

Surveillances Devices Act 2004

Aged care Act – Principles 1997

Quality of care Principles – Standards 1.2, 2.2, 3.2 and 4.2

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