



DISABILITY SERVICES

1.28 - Privacy and Confidentiality

Policy

Document Author:	Ellen Winn	Document Version:	3.0
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Staff Members Responsible	All Leaps and Bounds Disability Services Employees		
Relevant Documents	<ul style="list-style-type: none">• <i>The Privacy Act 1988</i>• <i>The National Privacy Act 2001</i>		

Privacy Policy

Leaps and Bounds Disability Services respects the privacy of information obtained from our customers and we adhere to Australia's privacy legislation when dealing with customer information. The information collected may include contact details. This information is strictly confidential and will only be used for the purpose for which it was collected and no other purpose without the participant's written authority.

Where activities are outsourced by Leaps and Bounds Disability Services, these companies are contractually bound to the same privacy levels we commit to our customers. Customers may request access to or modify their information on Leaps and Bounds Disability Services' database.

Participant Information

- Leaps and Bounds Disability Services respects the privacy of information obtained from our customers and we adhere to Australia's privacy legislation when dealing with customer information (The Privacy Act 1988).
- The information collected may include contact details.
- This information is strictly confidential and will only be used for the purpose for which it was collected and no other purpose without the participant's written authority.
- Where activities are outsourced by Leaps and Bounds Disability Services, these companies are contractually bound to the same privacy levels we commit to our participants.
- Participants may request access to or modify their information on Leaps and Bounds Disability Services' database.

Employee Information

- Leaps and Bounds Disability Services respects the privacy of Employee personal information and utilises the same principles required by Australia's privacy legislation for dealing with customer information.

www.leapsandboundsdisability.com.au

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A 5/107 Morayfield Rd, Caboolture South, 4510 ABN 15789506407

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- This information is strictly confidential and will only be used for the purpose for which it was collected and no other purpose without written authority. This includes the full time all participant records are held (7 years).
- Employees information including personal details, banking information, emergency contact details, and other information relating to employment will be collected. Records of information will be kept over the course of employment, for example payroll records and appraisals.
- This information is strictly confidential and is only available to those authorised to have access, such as Directors, and those required to perform the administration activities.
- Information received will be kept confidential and will not be passed on to another party without express permission or unless required to by law.
- Where activities are outsourced by Leaps and Bounds Disability Services, these companies are contractually bound to the same privacy levels.
- Employees may request access at any time to the information we hold and may check its accuracy and request modifications.

Confidentiality Policy

Leaps and Bounds Disability Services Employee's will have access to confidential information and may receive certain confidential information from. All Employees agree to keep confidential all information disclosed to them, and what becomes available to them in the course of their work. Employees agree not to disclose or use any of the intellectual property owned by Leaps and Bounds Disability Services, including:

- Confidential business Information - meaning all information that is treated or designated as confidential, which is not generally known to personnel outside Leaps and Bounds Disability Services, including technical details regarding business, trade secrets, technical and business know-how, information relating to Leaps and Bounds Disability Services' staff, members, business dealings, contracts, participants, marketing and business plans, member education and training, details of technical equipment including software and data for processing, financial data and other sensitive information.

In Leaps and Bounds Disability Services disclosing or making available its participant's confidential information to employees, the employees agree to:

- Keep information strictly confidential and not disclose it to any third party without the participant's prior written consent. This holds for the period of time participant documentation/records are stored (7 years).
- Refrain from engaging in discussion about Leaps and Bounds Disability Services' confidential information in an unsecure environment.

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- Only disclose Leaps and Bounds Disability Services' confidential information to those of its managers and employees, who need to know, who have been expressly directed to and have agreed to keep that information confidential.
- Put in place and maintain adequate security measures to protect Leaps and Bounds Disability Services' confidential information from unauthorised access or use.
- Immediately notify Leaps and Bounds Disability Services Directors of any suspected or actual unauthorised use, copying or disclosure of confidential information, and provide assistance as reasonably required in relation to any steps or proceedings Leaps and Bounds Disability Services may take.
- Not copy confidential information without prior written consent and mark all copies as confidential.
- Maintain complete, accurate and up to date records of the copying of confidential information and immediately produce these records on request.
- Not transmit or permit the transmission of any of confidential information to any person without prior written consent.
- Only use confidential information for purposes expressly agreed in writing by the participant.
- Ensure that all applicable privacy laws are complied with in dealing with any Confidential Information which is obtained or accessed.
- Immediately notify if the Employee is required by law to disclose any Confidential Information and provide assistance as reasonably required.
- On request by Leaps and Bounds Disability Services at any time employees may, immediately or permanently delete or destroy, all copies or records of confidential information in the Employee's possession or control.

The Employee's obligations of confidentiality will not apply to information:

- That is or becomes in the public domain (except as a result of breach of this Agreement).
- That is obtained by the Employee from a third party without any restriction of non-disclosure.
- That is required to be disclosed by the Employee by law.

The Employee agrees that any breach of the agreement may result in disciplinary action and may result in dismissal if the nature of the offence warrants that remedy.

The Employee agrees that the confidential information and any industrial or intellectual property rights are and shall remain the property of Leaps and Bounds Disability Services and nothing contained in this agreement shall be deemed to convey or transfer to the Employee (or any other party) any right, title or interest in the confidential information.

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The obligations of confidentiality under this agreement will continue to apply to the Employee (and any successors or permitted assignees) after termination.

All other information relating to any stakeholder should not be disclosed in public and the employee agrees to safeguard all information listed above.

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