

Privacy and Confidentiality

planHELP is committed to protecting and upholding the right to privacy of people who have contact with planHELP.

The purpose of this policy and procedure is to set out staff responsibilities relating to collecting, using, protecting and releasing personal information in compliance with privacy legislation. This policy and procedure applies to all:

- planHELP staff;
- aspects of planHELP's business; and
- staff and client personal and health information.

Privacy and Confidentiality Policy

Definitions

Health information - Any information or an opinion about the physical, mental or psychological health or ability (at any time) of an individual.

Personal information - Recorded information (including images) or opinion, whether true or not, about a living individual whose identity can reasonably be ascertained.

Sensitive information - Information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political party, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preference or practices, or criminal record.

Privacy and confidentiality are of paramount importance to planHELP. planHELP recognises the importance of protecting the personal information of individuals. Clients' right to privacy and confidentiality is recognised, respected and protected in all aspects of their contact with planHELP. All clients or their legal representatives have the right to decide who has access to their personal information.

planHELP collect, use and disclose information in accordance with relevant state and federal privacy legislation. All staff are responsible for upholding planHELP's privacy and confidentiality responsibilities.

planHELP only collect information necessary for safe and effective service delivery. We only use information collected for the purpose it was collected, and secure it appropriately. Information related to clients is not released to other individuals or services without informed consent from the client, their representative, or in exceptional circumstances.

Some examples of when we may disclose personal information include:

- this is required or authorised by law;
- preventing or lessening a serious and imminent threat to someone's life or health or a threat to public health or safety;
- it is a necessary part of an internal investigation following a complaint; or
- we engage a contractor to provide services and the contractor needs personal information of certain participants, providers, carers or other persons in order to perform that service for us.