KindCare Confidentiality Policy and Procedure



At KindCare, we respect the privacy and confidentiality of our clients. We are committed to maintaining the confidentiality and security of all information our clients provide.

This policy and procedure outlines the steps we take to ensure that all information provided to us by our clients is protected and kept confidential.

Purpose:

This policy and procedure aim to ensure that all personal information collected and held by KindCare is kept confidential and secure. It applies to all staff and contractors, including volunteers, who have access to personal information.

Scope:

This policy and procedure applies to all personal information collected, used, disclosed to or stored by KindCare. This includes all information collected during the assessment, planning, delivery, and review of services provided to clients.

Principles:

KindCare is committed to complying with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) and any relevant state or territory legislation. Our approach to the collection, use, disclosure, and storage of personal information will be guided by the following principles:

- Collection: KindCare will only collect personal information that is necessary for the provision of our services. We will collect personal information directly from clients, or with their consent, from third parties.
- Use: KindCare will only use personal information for the reasons it was collected or for a directly related purpose that the client would reasonably expect.
- Disclosure: KindCare will only disclose personal information with the client's consent or where required or authorised by law.
- Security: KindCare will take all reasonable steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.
- Access and correction: KindCare will provide clients with access to their personal information upon request and will take reasonable steps to ensure that the information we hold is accurate, complete and up-to-date.
- Anonymity: KindCare will provide clients with the option of remaining anonymous where it is lawful and practicable.

Procedure:

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To ensure compliance with the above principles, KindCare will:

- Designate a privacy officer who is responsible for managing privacy and confidentiality matters.
- Ensure that all staff and contractors receive training in privacy and confidentiality.
- Obtain consent from clients before collecting personal information and ensure that the client understands the purpose of collecting the information.
- Securely store personal information, with access restricted to authorised staff and contractors.
- Use secure methods of communication when transmitting personal information.
- Regularly review and update personal information to verify that it is accurate, complete and current.
- Obtain consent from clients before disclosing personal information unless required by law.
- Provide clients access to their personal information upon request and ensure that any corrections are made promptly.
- Destroy or de-identify personal information when it is no longer needed in accordance with our retention policy.

Breach of confidentiality:

Any suspected or actual breaches of confidentiality must be reported to the privacy officer immediately. KindCare will investigate all reports of breaches and take appropriate action to prevent future breaches.

Conclusion:

KindCare is committed to protecting the privacy and confidentiality of our clients. We will continue to review and update our policies and procedures to ensure they remain effective and comply with relevant legislation.

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