

Privacy Policy

Introduction

Riverview Community Centre is a Contracted Service Provider (CSP) and adheres to The Information Privacy Principles outlined in the Information Privacy Act 2009 Obligations of Contracted Service Providers. The Management Committee, Staff and Volunteers of Riverview Community Centre are committed to protecting the privacy of personal information which the organisation collects, holds and administers.

Personal information is: *'information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.'* – Information Privacy Act 2009 Obligations of Contracted Service Providers.

Individual: *'means a natural person as opposed to, for example, a company or corporation.'* – Information Privacy Act 2009 Obligations of Contracted Service Providers.

Personal Information may include but is not limited to:

- Name, date and place of birth
- Race and/or ethnicity
- Financial/banking details
- Employment details

Scope:

The RCC Privacy Policy applies to: Management Committee Members, Staff and Volunteers.

Purpose

The purpose of this document is to ensure that RCC upholds its legislative obligations and adheres to the Information Privacy Act 2009 Obligations of Contracted Service Providers and The Information Privacy Principles.

Authorisation

President of the
Riverview Community Centre
Management Committee

Privacy

Riverview Community Centre collects and administers a range of personal information for the purpose of assisting people. The organisation is committed to protecting the privacy of personal information which it collects, holds and administers. RCC takes all reasonable provisions that the collection of personal information is lawful, fair and necessary for the agency's functions.

Riverview Community Centre recognises the essential right of individuals to have their information administered in ways they would expect: – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and principles.

Riverview Community Centre is bound by Queensland Privacy Act 2009 Obligations of Contracted Service Providers, The Information Privacy Principles as well as other laws, which impose specific obligations when it comes to handling, storing and accessing information. The organisation has adopted the respective Privacy Principles contained in the Queensland Privacy Act 2009 Obligations of Contracted Service Providers as minimum standards in relation to handling, storing, accessing and the disposal of personal information. In broad terms this means that the Riverview Community Centre:

- Collects only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why the information is collected and how it is administered from the information gathered;
- Use and disclose personal information only for primary functions or directly related purposes, or for another purpose with the person's consent;
- Takes all reasonable steps to store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

Riverview Community Centre will adhere to procedures outlined below:

Procedures

Collection

Riverview Community Centre will:

- Only collect information that is necessary for the performance and primary function of Riverview Neighbourhood House.
- Notify stakeholders about the reason for collecting information, how it is administered and fully discloses who their information is shared with.
- Notify stakeholders that this information is accessible to them.

Use and Disclosure

Riverview Community Centre will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- Obtain consent from the affected person for other uses.

Data Quality

Riverview Community Centre will:

- Take reasonable steps to ensure the information we collect is accurate, complete, up-to-date, and relevant to the functions we perform.

Data Security and Retention

Riverview Community Centre will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification

Openness

Riverview Community Centre will:

- Ensure stakeholders are aware of Riverview Neighbourhood House's Privacy Policy and its purposes
- Make this information freely available in relevant publications and on the organisations website

Access and Correction

Riverview Community Centre will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up-to-date

Anonymity

Riverview Community Centre will:

- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys

Making information available to other service providers

Riverview Community Centre:

- Can only release personal information about a person with that persons expressed permission. For personal information to be released, the person concerned must sign a release form
- Can release information to third parties where it is requested by the person concerned.

Responsibility

The organisation's Committee of Management is responsible for adopting this policy

The organisation's Committee of Management, Centre Coordinator and all staff members, contractors and volunteers are responsible for the implementation of this policy.

The organisation's Centre Coordinator is responsible for monitoring changes in Privacy Legislation and for reviewing this policy as and when the need arises.