**Confidentiality**

# Policy

# *futures in sight* is committed to safeguarding the confidentiality of any personal or sensitive information of people, volunteers, Advisory Panel members, contractors, Partners and representatives of agencies we deal with.

*futures in sight* is committed to collecting, keeping and disposing of participant records in ways that ensure confidentiality is maintained.

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## **Scope**

futures in sight partners, contractors, volunteer and Advisory Panel

**Definition**

For the purpose of this Policy, “confidential information” is defined as:

* name, address and contact details (e.g. phone, email and fax)
* information about personal circumstances (e.g. marital status, age, gender, occupation, accommodation and relevant information about partner or children)
* information about financial affairs (e.g. income details, household expenses, bank account details and information about business and financial interests)
* information about identity (e.g. date of birth, country of birth, passport details, visa details, driver’s license, birth certificates or any other information which may identify a person)
* information about employment (e.g. work history, referee comments, remuneration)
* information about background (e.g. educational qualifications, the languages spoken and English proficiency)
* government identifiers (e.g. Centrelink Reference number, Medicare number or Tax File number)
* information about assistance provided under *futures in sight’s* funding arrangements
* matters of a technical nature relating to *futures in sight* include trade secrets, technical data, information, accounting programs and procedures, financial information, strategic and business plans and like information relating to *futures in sight’s* business
* information about racial or ethnic origin;
* information about health (including information about your medical history and any disability or injury you may have)
* information about any criminal record and/or traffic offence record
* photographs, video recordings and audio recordings
* any other information that *futures in sight* informs the employee, contractor or Advisory Panel member is confidential
* any other information that the employee, contractor or Advisory Panel member knows or ought reasonably to know is confidential to *futures in sight*.

# Procedure

**Handling confidential information**

Access to confidential information held by *futures in sight* is restricted to authorised persons who are *futures in sight* partners, associates, contractors, volunteers or Advisory Panel members. Electronic and paper records containing personal information are protected in accordance with the relevant *futures in sight* policy and procedures.

Partners, associates, contractors, volunteers and advisory panel members who may have access to confidential information must:

* use confidential information solely for the purposes of performing their duties
* respect the confidentiality of the confidential information
* not disclose the confidential information to any third party without the express consent of the person or organisation to which the information relates to or unless required to disclose the information by law
* not make any referral to another organisation without the person’s knowledge
* not discuss a person with a worker from another agency without the express permission of the person

At the end of their work with *futures in sight* the partner, associate, contractor, volunteer or advisory panel member must return to *futures in sight*:

* all confidential information in material form;
* those parts of all notes and other records based on or incorporating confidential information;
* all copies of confidential information and notes and other records based on or incorporating confidential information; and
* all of *futures in sight’s* intellectual property in the partner, associate, contractor, volunteer or advisory panel member’s possession or control.

Obligation of confidentiality will continue beyond engagement with *futures in sight* in respect of all confidential information.

Anyone found to be in breach of their confidentiality obligations will be dealt with in accordance with the relevant disciplinary action policy and relevant laws.

**Responsibilities**

It is the joint responsibility of the Partners to ensure:

* that any new advisory panel member(s), associates, contractors or volunteers are provided with orientation and relevant information about the confidentiality policy;
* that associates, volunteers, contractors and Advisory Panel members are aware of their roles/responsibilities in relation to confidentiality; and
* that the storage of people’s, partners’, associate’s, volunteers, contractors, Advisory Panel members and other service agencies information is secure and as safe as possible from access by any unauthorised person or potential destruction.

**Complaints**

If you believe that your confidentiality has been breached, please contact *futures in sight* using the contact information at [www.futuresinsight.com.au](http://www.futuresinsight.com.au) and provide details of the incident so it can be investigated. All complaints are taken very seriously and *futures in sight* will endeavour to respond to confidentiality complaints and address concerns as soon as reasonably practicable.

**Review**

This policy will be reviewed on a two-yearly basis.

However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

**Effective Date:** 1 August 2017

**Next Review Date:** 1 August 2019

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| Signed by all Partners |  |  |  |
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