

PRIVACY POLICY

SCOPE AND PURPOSE

This policy applies to all Crisis Support Services Employees and Volunteers.

POLICY

Crisis Support Services respects and upholds the rights to privacy protection of all users of its services and places a priority on the appropriate collection and management of personal information. Crisis Support Services will only collect, use and disclose of information in strict compliance with relevant legislation and in keeping with our ethical standards.

This Privacy statement covers all personal information held by CSS, whether it is information or an opinion about an individual, information collected over the telephone, through the mail, personal contact or over the internet. We are bound by the Victorian privacy laws, the Information Privacy Act 2000 and the Health Records Act 2001, as well as other legislation which impose specific obligations in regard to handling and disclosure of information.

CSS has adopted the respective Privacy Principles contained in the Victorian privacy laws as minimum standards in relation to handling personal information and will:

- Only collect information, including identification of individuals, for lawful purposes related to its function
- Only collect the information that is necessary and by lawful means
- Where possible only collect personal information that is provided by the individual to whom the information relates, collecting in a way that is not personally intrusive
- Treat all personal information collected as confidential and restrict the sharing of this information in the organisation in the context of debriefing and supervision.
- Where information is provided by someone else, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to provide it on their behalf; and
- Notify the individual concerned that personal information is being collected, either at the time of collection or as soon as practicable afterwards.

CSS will declare to individuals from whom information is collected:

- The purpose for collecting the personal information
- Whether or not the information is voluntary and any consequences for not providing it
- How the information is to be held and the intended recipients

- The name and address of any agency used to collect information on CSS's behalf; and
- How individuals can obtain access to their information, check it for accuracy and completeness, and make application to correct it.

CSS will manage personal information responsibly by:

- Taking reasonable steps to ensure the personal information held is relevant to the purpose for which it was collected, is accurate up to date and not misleading;
- Retaining personal information for no longer than necessary; then disposing of it securely in accordance with approved methods;
- Taking reasonable steps to protect it from loss or unauthorised access, use, disclosure, or misuse; and from unauthorised modification
- Taking reasonable steps to prevent its disclosure without authorisation by external service providers; and
- Only disclosing personal information outside of CSS where:
 - Its disclosure has been consented to by the individual to whom it relates; or
 - Its disclosure is required by law and is requested in an authorised written form;
 - Or reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.