

# Different Journeys Privacy Processes

***Different Journeys* is committed to protecting and upholding the rights of our clients to privacy and confidentiality and will apply the *Australian Privacy Principles (APPs)*, *The Privacy Act (1988)*, *The Health Privacy Principles*, *The Health Records Act of Victoria* in the way we collect, store and use information about clients, their needs and the services we provide to them.**

## Who does this apply to?

Privacy processes applies to all employees (paid & unpaid), job candidates, contractor, visitors, children, families, carers, students and management. This means we all need to follow these procedures.

## What is Personal Information?

The type of personal information *Different Journeys* collect may include but is not limited to:

- **Names, contact and address details including email address**
- **Date of birth and gender**
- **Educational qualifications, employment history, volunteer information**
- **Personal information about your spouse and dependants**
- **Medical information**
- **Likes and Interests**
- **Referees**
- **Government-issued payment or card information (for example Medicare, Centrelink)**
- **Permission to release information**
- **Photos and Videos.**

## Why do we collect Personal Information?

We collect personal information for many reasons, the main reason to keep a database so we can advise people of *Different Journeys* events and other events within the community.

We collect information:

- If the person wants help and support from another organisation, we can refer.
- If a person lodges a complaint or provides feedback, we can investigate.
- If the government (through a funding body) requests this information for reporting purposes but this information is de-identified.

We do not disclose personal information to overseas recipients.

## How do we collect Personal Information?

Different Journeys generally obtains personal information from the Different Journeys Registration Form. However, people may provide personal information through other channels such as email and telephone.

All the Personal information must then be recorded and stored on our database by nominated staff member(s) which is password protected to ensure further security.

All Registration forms will be recorded on our database by nominated staff member(s). The forms are scanned and entered on our cloud storage by nominated staff member(s) which is password protected to ensure further security. This will be completed at the end of every month.

Hard copy Registration forms will be destroyed annually.

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Emails containing personal information will be recorded on our database by nominated staff member, the email may be stored for a period of 12 months before it is destroyed. This will be destroyed by nominated staff member(s). Emails are password protected.

## Do we need people's consent to obtain Personal information?

Yes, at all times we must request and obtain consent in order to record Personal Information on Different Journeys database.

## Do we need people's consent to share Personal information?

Yes, at all times we must request and obtain consent to share information.

## What happens if a person requests another's Personal Information?

We do not give the Personal Information to them without consent. Each case needs to be assessed individually.

In every case you MUST:

- Ask the person why do they require the information?
- Explain that you will need to speak with the other person to obtain consent
- Contact the person whose information is being requested and discuss consent with that person.
- If the person says no, you cannot disclose their personal information and you must advise the other person.
- If the person says yes, please ask the person what information can be disclosed – you can only disclose information that has been permitted.
- If the person has said yes, contact the other person and provide only the details that have been consented to.

For example, Jo has attended the adult event and made friends with Stephanie but she forgot to get Stephanie's phone number. Jo wants to go shopping with Stephanie and contacts Different Journeys asking for Stephanie's phone number. We tell Jo we cannot disclose Personal Information but we can look into it to make sure. We then phone Stephanie and she wanted to catch up with Jo but also forgot to get Jo's phone number. Stephanie gives consent and her phone number is then given to Jo.

For example, Tyson attended the dinner and spoke to another Carer, Rebecca who he has discovered is a financial planner. Tyson contacts Different Journeys and asks for Rebecca's phone number, explaining he needs help with his finances. If we contact Rebecca and she says no, we also need to reassure her that this decision is respected and will be adhered to. We contact Tyson and advised we are unable to provide Personal Information.

## Why do we need to protect Personal Information?

**It is the law – there are numerous laws that protect people's personal information. We must protect Personal Information at all times; except when:**

- **obliged by law to disclose your information regardless of consent or otherwise**
- **It is unsafe or impossible to gain consent or consent has been refused; AND**

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- Without information being shared, it is anticipated a child, young person or adult will be at risk of serious harm, abuse or neglect, or pose a risk to their own or public health or safety.

In these exceptions, the head of *Different Journeys* or their nominated person will investigate and report on these issues, if there is any concern, *Different Journeys* is to contact the Office of the Australian Information Commissioner.

Can a person view their own Personal Information?

Yes. A person can request to view their personal information at any time and at no personal cost to them.

If this occurs:

- The person and/or their representative must write to *Different Journeys* to make the request.
- *Different Journeys* will contact the person and/or their representative within 7 days to acknowledge receipt of the request.
- *Different Journeys* will need to sight two pieces of identification.  
Note: the identification must contain a photo and current address - to ensure the person is who they say they are.
- *Different Journeys* will need to record this request including which channel was sought to view the information (face to face, email, etc.)
- *Different Journeys* must take all reasonable steps to ensure the Personal Information is protected and only available to the actual person and/or their representative.
- *Different Journeys* must update any information if advised information is incorrect.
- The request MUST be actioned within 20 working days.

Note: In exceptional circumstances, *Different Journeys* may be unable to provide access to personal information; *Different Journeys* will explain the reasons why.

## Breach of Personal Information

If *Different Journeys* negligently shares personal information, *Different Journeys* will need to conduct an investigation and may be required to report the breach to the Office of the Australian Information Commissioner, under the Notifiable Data Breaches scheme.

## Emails - Consumers

- When *Different Journeys* sends emails out to a group of consumers, *Different Journeys* will ensure all email addresses are blind courtesy copied (BCC) to prevent a breach of personal information.
- If this does not occur, *Different Journeys* will recall the email as soon as possible.
- *Different Journeys* will send an email to all utilising the blind courtesy copy (BCC) apologising for the breach, advising people if they are not happy to lodge a complaint and the email MUST request all parties delete the previous email.
- *Different Journeys* will resend the original email as a blind courtesy copy.

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## Emails –Service Providers

- When *Different Journeys* sends emails service providers with consumer's Personal Information, *Different Journeys* will ensure the information is password protected and the subject line MUST state Private & Confidential Information.
- If this does not occur, *Different Journeys* will recall the email as soon as possible.
- If *Different Journeys* breaches personal information through this act, *Different Journeys* must recall the email immediately. If it cannot be recalled send an apology to the service provider requesting deletion of the email and confirmation from them when it is complete.
- *Different Journeys* MUST then contact the Office of the Australian Privacy Commissioner and report the breach under the Notifiable Data Breaches scheme.
- *Different Journeys* MUST contact the people whose personal information has been breached, apologise for the breach, advising them if they are not satisfied with steps taken to lodge a complaint.

## If a consumer or nominated person lodges a complaint regarding a breach

*Different Journeys* accepts people may be concerned about the request, retention, disclosure or use of their personal information and welcomes complaints and/ or feedback regarding personal information.

If the breach is not identified by *Different Journeys*, the following must occur:

- The person and/or their representative must write to *Different Journeys* to make the request. Whilst it will be preferable to complete the nominated form it is not compulsory as long as all details are provided.
- *Different Journeys* will contact the person and/or their representative within 7 days to acknowledge receipt of the request.
- If *Different Journeys* has concerns over the identification of the person, identification can be requested.  
Note: the identification must contain a photo and current address - to ensure the person is who they say they are.
- The head of *Different Journeys* or their nominated person will investigate the privacy breach.  
Note: If there are any concerns or clarifications required, the Department of Health and Human Services (Victoria) and the Office of the Australian Information Commissioner (Federal) will be contacted.
- *Different Journeys* must take all reasonable steps to ensure the issues relating to the breach of Personal Information are removed and new measures are put in place to eliminate any future breaches.
- *Different Journeys* will notify in writing the outcome of the investigation. The investigation MUST be actioned within 20 working days. If it requires more time, the person will be contacted and advised of delay.
- *If the person is still not satisfied with the outcome of the complaint, Different Journeys will refer you to the Office of the Australian Information Commissioner via the Enquiries line on 1300 363 992 or enquiries@oaic.gov.au*

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