

# INFORMATION MANAGEMENT AND PRIVACY POLICY

## 1. Introduction

The purpose of this policy is to establish guidelines, which must be observed in relation to the collection, use, storage, security and disclosure of personal and sensitive information.

Privacy legislation sets out principles which must be observed by organisations that hold personal information. NABEC's rights and obligations with respect to personal information as set out in this Policy are based on those principles.

### Through this policy NABEC will establish and maintain:

- a regime for the responsible collection and handling of personal information
- a process to provide individuals with a right to access information about them which is held by NABEC and to correct any errors in that information; and
- a complaints procedure for investigation and rectification of breaches of this Policy.

## 2. Definitions

### 2.1 Personal Information means

- 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.

### 2.2 Sensitive Information means:

- Information or an opinion about an individual's: racial or ethnic origin; or political opinions; or membership of a political association; or religious beliefs or affiliations; or philosophical beliefs; or membership of a professional or trade association; or sexual preferences or practices; or criminal record; that is also personal information; or
- Health information about an individual.

### 2.3 Employee record, in relation to an employee, means

- a record of personal information relating to the employment of the employee. Examples of personal information relating to the employment of the employee are health information about the employee and personal information about all or any of the following:
  - the engagement, training, disciplining or resignation of the employee;
  - the termination of the employment of the employee;
  - the terms and conditions of employment of the employee;
  - the employee's personal and emergency contact details;
  - the employee's performance or conduct;
  - the employee's hours of employment;
  - the employee's salary or wages;
  - the employee's membership of a professional or trade association;
  - the employee's trade union membership;
  - the employee's recreation, long service, sick, personal, maternity, paternity or other leave;
  - the employee's taxation, banking or superannuation affairs.

### 2.4 Record means

- a document; or a database (however kept); or a photograph or other pictorial representation of a person; but does not include a generally available publication

## 3. Collection of Information

### 3.1 Personal Information

NABEC collects information from clients, sponsors, members, staff and tenants of NABEC Business Chambers, contractors and business on the referral database. Personal information that NABEC collects may include:

- Names
- Addresses ( Business and home)
- Emergency Contacts
- Business Financial information

NABEC will only collect personal information that is necessary and incidental to NABEC functions or activities. Where possible, NABEC will give an individual person the option of interacting anonymously. Sensitive information will only be sought with the consent of the individual.

### Information may be stored electronically /and or in hard copy

### 3.2 Purposes for which Personal Information is Collected

- Research and/or program and service evaluation
- To facilitate the provision of ongoing business support to clients

### **3.3 Review of Personal Information**

NABEC will take all reasonable steps to ensure that the personal information collected, used or disclosed is accurate, complete and up-to-date. This may require individuals to correct / update information from time to time.

## **4. Storage, Destruction and Release of Information**

### **4.1 Security**

NABEC will take all reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure. This will include ensuring that all electronic systems are protected through electronic password and that hard-copy files are securely stored.

### **4.2 Removal/ Destruction of Personal Information**

NABEC will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which information was provided.

NABEC will review local databases, documents, files and records on an annual basis.

### **4.3 Release of Information to external parties**

NABEC will only release information to external parties where individuals provide consent in writing to transfer of that information.

### **4.4 Individual Access Request**

**4.4.1** If an individual requests, NABEC must provide access to personal and sensitive information held about them unless particular circumstances apply that allow you to limit the extent to which access is provided - these include emergency situations, specified business imperatives and law enforcement or other public interests.

**4.4.2** Applications for access to personal or sensitive information that is not otherwise available should be made either in writing to the Manager or delegate. An Applicant will be required to provide suitable written and photo-identification prior to being provided with access.

**4.4.3** If an individual requests access to personal information, both the hard copy and computer record of the person / business may be viewed, but not removed, altered, printed or copied without approval from the Manager or delegate.

**4.4.4** Records are not to be changed or altered prior to a complaint process being initiated.

**4.4.5** Access may be limited in circumstances where personal or sensitive information other than the applicants can be viewed, or the information is capable of identifying another person.

### **4.5 Release to Meet Legal Obligations**

Information may be released by authority of the Manager or delegate, to the extent permitted and required by law in accordance with proper legal authority. The principal legal authorities and the information that may be released are as follows:

**4.5.1. Subpoena:** Information will be released to the extent required by the subpoena, as directed by NABEC's legal advisor.

**4.5.2. Search Warrant:** Information will be released required by the Search Warrant, to the extent required by the Warrant. A receipt will be requested for all documents, files, computer disks etc., removed from NABEC's premises.

**4.5.3. Ombudsman's Requests:** Information will be released which the Ombudsman is by law empowered to request or inspect.

**4.5.4. Freedom of Information Act:** Information may be accessed by NABEC and released to the extent required to comply with lawful requests or determinations under the Freedom of Information Act.

**4.5.5. Evidence Act:** Information may be released to the extent required pursuant to any compulsory procedure available under the Evidence Act.

**4.5.6. Other Legislation:** Information may be released to the extent required by any other present or future state or federal legislation.

### **4.6 Electronic Directory Services**

The provision of personal information for external electronic directory services is prohibited, except by specific consent.