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<b>Section:</b>	7.	User Information Register	<b>Original Date:</b>	2008
<b>Subsection:</b>	7.1	User Register	<b>Approval Date:</b>	
<b>Subject</b>	7.1.3	Privacy Policy	<b>Review Date:</b>	June 2015

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# Cottage by the Sea Queenscliff

## PRIVACY POLICY

*Cottage by the Sea is proud to be accredited by the Australian Camps Association through the Australian Campsite and Outdoor Activity Provider Accreditation Program. Accreditation indicates that we have been independently appraised and meets the requirements for the safe and reasonable operation of a campsite.*



## **PRIVACY POLICY**

### **OUR VISION**

Every child deserves a happy and healthy life.

### **OUR MISSION**

Empowering children by supporting them in developing their mind, body and wellbeing.

### **STRATEGIC GOAL**

Cottage by the Sea respects the privacy of its clients, members, participants, staff, volunteers, visitors and donors.

### **PURPOSE AND SCOPE**

This Policy meets the requirements of the [Commonwealth Privacy Act](#) (amendment) 2008 and related Victorian Government legislation (Health Records Act 2001 and the Information Privacy Act 2000). An electronic version of the Act is available on the staff intranet.

Cottage by the Sea reserves the right to make changes or amendments to Cottage by the Sea Privacy Policy as required by law.

Implementation guidelines relating to this policy are maintained by Cottage by the Sea management.

## **PRIVACY POLICY**

### **1. Collection, use and disclosure of information**

- **Collection of personal or health information**

Cottage by the Sea collects personal information directly from our clients, members, participants, staff, volunteers, visitors and donors through electronic, verbal, and written correspondence.

- **Use of personal or health information**

Cottage by the Sea may use personal/health information for:

- camps and service provision
- administration
- training
- payroll
- research and development purposes

- **Collection of personal or health information relating to children**

Cottage by the Sea does not collect, use or disclose personal information about anyone under the age of 18 unless we have the consent of a parent or legal guardian.

- **Disclosure of personal or health information**

Cottage by the Sea may disclose information to organisations/individuals outside Cottage by the Sea in order to provide the range of services and programs offered.

Disclosure of personal and health information will be in accordance with the National Privacy Principles.

- **Protection of financial details**

Cottage by the Sea ensures that all information provided through online donations/payments is secure and is not passed on to any other organisation.

### **2. Data Quality**

Cottage by the Sea takes reasonable steps to ensure that personal information is accurate, complete and up to date whenever it is collected, used or disclosed.

## **PRIVACY POLICY**

### **3. Data Security & Retention**

Cottage by the Sea takes reasonable steps to protect personal information from loss, misuse, unauthorised disclosure or destruction.

Only authorised Cottage by the Sea staff, volunteers, or sub contractors have access to information for approved purposes.

Health information will be retained for a minimum of 7 years following the last occasion on which service was provided. Where information was collected while the individual was a child it shall be retained until the individual is 25 years old, or for 7 years whichever is the greater.

### **4. Openness**

Cottage by the Sea Privacy Policy is available to:

- The community, members and clients through external promotional material
- staff and volunteers on the extranet and through induction processes,

### **5. Access and Correction**

Cottage by the Sea, upon completion of a 'Personal Information Request Form' may provide access to an individual's personal information. All requests are processed within 30 days of receipt of application at no charge.

In accordance with the Health Records Act, all Health information collected by Cottage by the Sea will not be deleted. Amendments or alterations to the health information will be recorded on a separate form and attached to the original file.

### **6. Unique Identifiers**

Cottage by the Sea may be required to collect an individual's identifier such as Tax File number, Medicare number or Social Security number for the provision of services. These identifiers will only be disclosed to agencies as required by law.

## **PRIVACY POLICY**

### **7. Anonymity**

Wherever it is lawful and reasonable to do so, Cottage by the Sea provides an opportunity to remain anonymous.

### **8. Transferred data flows**

Cottage by the Sea does not transfer any personal information interstate or overseas without the consent of the individual.

### **9. Sensitive information**

Cottage by the Sea collects sensitive information such as religion, gender, disability, and criminal records where:

- the individual has consented; or
- the collection is required by law;

Cottage by the Sea does not disclose this information without informed consent.

### **10. Info to another Health Service Provider**

Cottage by the Sea shall transfer health information to a designated/ recognised health provider free of charge on the completion of a "Personal Health Information Transfer Form"

The transfer of health information will be completed within 14 working days.

### **11. Consent**

By acquiring or using Cottage by the Sea services, products or facilities, individuals consent to the reasonable collection, use and disclosure of personal information.

### **12. Complaints Procedure**

Formal complaints regarding the manner in which personal information is collected, used, or disclosed are to be handled in accordance to Cottage By The Sea Complaints Handling Procedures – See Attachment 5.3.2.



*Helping children and families  
in need since 1890*

## **PRIVACY POLICY**

### **13. Cottage by the Sea website**

Cottage by the Sea collects personal or sensitive information through websites, e-commerce systems, etc. Cottage by the Sea protects its web site through the use of encryption technology.

### **14. Privacy disclaimer**

Cottage by the Sea gives assurance that any personal information including medical details gathered by CBTS, or provided by the group leader, will remain confidential and only used for the purposes for which it was collected.