

PRIVACY AND CONFIDENTIALITY POLICY

Purpose


Privacy relates to many areas including the right not to be observed, listened to or reported upon without consent. Privacy can be applied to the physical environment and possessions, physical and bodily needs, personal relationships and personal information and needs.

Confidential information is collected as part of the Employment Services process. In assessing job seekers or employer's needs and agreeing on services, information is gained about health, employment history, skills and abilities, families and other social relationships, personal interests and employment functions.

Information relating to staff including their skills, work history, and police record (as required) is collected and retained on file, securely.

Confidentiality relates specifically to the protection of information concerning clients, staff and the organisation.

Policy:

- 
- Management will ensure that processes are in place to make certain that client (including employers and job seekers), staff and organisation information remains confidential and secure.
 - Management will, as part of the induction process, ensure that staff is trained appropriately.
 - Clients and staff have the right to request access to their records.
 - Staff will follow the protocols relating to the disclosure and distribution of personal information and accessing of personal records for employment services needs only.
 - Staff who infringes this policy will proceed to disciplinary procedures.
 - Personal information is maintained accurately and is up-to-date.

Procedure:

- Clients and staff are informed of their right to confidentiality and how confidentiality is observed.
- Job seekers are requested to sign a Consent Form which specifies that they understand that information may be shared with external parties, for employment services purposes only.
- An employee/subcontractor must sign a deed of undertaking prior to commencing any type of works in or around NEATO Employment Services agency's

Information is not released to any third party without the consent of the client. Any information regarding clients is released only to those who have a legitimate interest or need for the information as part of their role in service provision and only once this party is able to provide written evidence from the job seeker.

Security

Client and staff records are stored electronically and only staff with the correct permissions are able to access those files.

All staff must undertake and sign the ESCN user declaration, Undertaking and Compliance with Privacy Legislation, Privacy Regulations and National Privacy Principles, NEATO Uniform Consent Form, Computer Misuse Policy, Software Code of Ethics, and Employee Software Copyright Compliance Statement.

Access to electronic records relating to job seekers and staff is controlled and restricted by password and the IT systems manager. Notes recorded on the computer are protected by a password and are subject to the same requirements as written notes. Computers must be locked each time staff leave their work stations. Screens in public access areas are turned away so they are difficult to read and screen savers are implemented.

Internet access is restricted to organisation business only. No organisation, client or staff information is to be released without the express permission of the Chief Executive Officer.

Archiving of electronic and hard copy files will be facilitated in accordance with the Records Management procedure located in the NEATO Employment Services Business Management System.

Responsibilities

Staff will ensure that confidentiality is observed in work practice at all times. All staff who handles files is responsible for ensuring that the files are properly stored and that no file containing confidential information is left where there is unrestricted access.

The Training and Development team will ensure that the organisation complies and understands the Privacy Legislation and Privacy Regulations (as amended from time to time) and the National Privacy Principles (as amended from time to time).

The Employees agree and undertake to ensure that all information regarding the Company acquired by the Employees throughout the duration of their employment with the Company will be kept private and confidential. This is a continuing obligation after the termination of each Employee's employment.

All new staff must undertake thorough Privacy, Fraud and Confidentiality training prior to commencing duties within their new role and current staff will be provided training at least bi-annually.

For further information, you can go to: Your Team Leader, Area Manager or the Human Resources team

PRIVACY AND CONFIDENTIALITY POLICY ACKNOWLEDGEMENT

By making this acknowledgement, I am confirming that I have read and understood the content listed on each page of this document. I thereby confirm my obligation to apply the NEATO Employment Services **Privacy and Confidentiality Policy** as an employee of NEATO Employment Services, and as a representative of the company.

If I have any questions or require further clarification regarding this **Privacy and Confidentiality Policy**, I agree to discuss this with my manager or the Human Resources team.

Staff Members' Acknowledgement

| | |
|----------------------------------|--|
| Full Name: | |
| Position Title: | |
| Agency/Department: | |
| Date Policy Received: | |
| Date Policy Acknowledged: | |
| Signature: | |

Please forward this acknowledgement to the Human Resources team for inclusion on your personnel file.