

PRIVACY AND CONFIDENTIALITY POLICY

Purpose

NEATO Employment Services is committed to protecting and upholding the rights of our job seekers, employers and other key stakeholders privacy and confidentiality. This policy outlines the process undertaken by us in handling personal and sensitive information in line with our obligations under the Privacy Act 1998 (Cth) (Privacy Act), the Australia Privacy Principles (APP's) and the jobactive Deed.

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 seeker's or employer's needs and agreeing on services. Information is gained about, but is not limited to, health, employment history, education history, skills and abilities, families and other social relationships, personal interests and employment functions.

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

Confidentiality relates specifically to the protection of personal and sensitive information concerning job seekers, staff and the organisation.

Scope

This policy affects all employees, including the Managing Director, board members, contractors and any party who may have access to personal and sensitive information concerning job seekers, staff and the organisation.

Procedure:

- Management will ensure that processes are in place to make certain that job seeker, employers, contractors, staff and organisation information remains confidential and secure.
- Management will, as part of the induction process, ensure that staff are trained appropriately.
- Job seekers, employers, contractors and staff have the right to request access to their records.
- Staff will follow the protocols relating to the disclosure and distribution of personal and sensitive information and the accessing of personal records for employment services needs only.
- Staff who infringe this policy will proceed to disciplinary procedures.
- Personal information is maintained accurately and is up-to-date.
- Job seeker and staff are informed of their right to confidentiality and how confidentiality is observed.
- Job seekers are requested to sign a Client Authority - Consent to Release Personal Information Form which specifies that they understand that information may be shared with external parties, for employment services purposes only.
- Job seekers are requested to sign a Client Authority – Declaration of Accuracy form to ensure that they are providing information which is up to date, accurate and honest.
- Job seekers are also required to sign a Third Party Consent form if they delegate a third party to discuss any matters relating to them accessing employment services under the jobactive deed.

- An employee/subcontractor must sign a Deed of Confidentiality prior to commencing any type of works in or around NEATO Employment Services agencies.

Information is not released to any third party without the consent of the job seeker or staff member. Any information regarding job seekers or staff members 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 or employee.

Security

Job seeker and staff records are stored electronically and only staff with the correct permissions will be able to access those files and records.

All staff must undertake and sign the following forms:

- Collective Agreement Acknowledgement ;
- Multi Factor Security tag;
- Employment Systems User Security (ESCN) declaration;
- NEATO uniform consent;
- Computer and Software Policy;
- Conflict of Interest Policy;
- Code of Conduct Policy;
- Employee Consent to Release;
- Mobile Device Compliance Statement;
- IT Access Request;
- Employee Information;
- Tax file number declaration;
- Bank Details, Superannuation and Privacy Act; and
- Site Security Access card (if applicable).

Access to electronic records relating to job seekers and staff is controlled and restricted by, multi factor security tag, password and the IT systems and IT Manager. Notes recorded on the computer are protected by a multi factor security tag, password and are subject to the same requirements as written notes. Computers must be locked each time staff leave their work stations or interview rooms. Screens in public access areas are turned away so they are difficult to read and screen savers are implemented. Access to printing from job seeker computers is controlled and restricted with only NEATO staff able to access the printer and to be able to provide to the correct job seeker their printing only.

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.

NEATO is committed to routinely identifying and analysing security risks and continuously being vigilant in identifying new threats. Any risk deemed unacceptable will be treated at agencies and various sites will be armed with security access cards with appropriate times allocated to staff roles to enter the building to safe guard private and sensitive information.

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

Responsibilities

Staff will ensure that confidentiality is observed in work practices at all times. All staff who handle files (hard copy and/or electronic) are 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).

All Employees agree and undertake this training 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 as per NEATO's Collective Agreement.

All new staff must undertake thorough Privacy, Fraud and Confidentiality training 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.