

Privacy and Confidentiality Policy

1. Purpose and Scope

At Home and Lifestyle Options (Halo), we are committed to protecting the privacy of the people we support and our workers, as well as ensuring security of their personal information. This privacy policy outlines how we collect, use, disclose, and safeguard your information, adhering to the Australian Privacy Principles which are contained in schedule 1 or the Privacy Act 1988.

This policy applies to all Halo workers (workers refers to all employees, volunteers and contractors of Halo).

2. Definitions

Term	Definition
2.1 Confidentiality	is the protection of personal information.
2.2 Privacy	is defined as a person’s right to keep their personal matters and relationships known only to a select group of people.
2.3 Sensitive Information	is information about the client’s beliefs, opinions and associates.
2.4 Personal Information	as defined in the Privacy Act 1988 means information or an opinion about an identified individual, or an individual who is reasonably identifiable: <ul style="list-style-type: none"> (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not

3. Policy principles

Halo are committed to respecting and protecting the rights of their client’s, workers, volunteers, donors, and supporters and therefore strive to adhere to best practice and the Australian Privacy Principles which are underpinned by the following:

- 3.1 We respect that information shared by you belongs to you and therefore only share your information with other Halo staff for the purposes of providing your supports.
- 3.2 We seek your consent if we need to share your information and will inform you if instances arise where we need to share your information as a result of issues of safety or wellbeing that ethically or legally require us to report to another authority.
- 3.3 We are required to keep records about you and will therefore periodically check that the information we have about you is relevant and accurate. Your information will be kept safe and can be accessed by you on request. Where a person lacks capacity to make a request about their information, an authorised representative may make a request on the person's behalf. An access request or amendment to information will be actioned within 30 days of Halo receiving the request.
- 3.4 Wherever possible we will offer anonymity but in situations where it impacts on the quality of supports, it may be necessary for Halo to identify you. In situations where funders request statistical information, you may also be identified by name.
- 3.5 Halo will not transfer your personal information without your written consent unless it is necessary and authorised by law. If you, however, request a transfer of your information, we will obtain your written consent to authorise the transfer.
- 3.6 When Halo receives information from a third party, such as a government department, it will only use and retain this information for the time and purposes agreed with this party. If access to this information is requested by the applicable person or another party Halo will consult with the party that gave the information before access is granted or refused.
- 3.7 To enable Halo to fulfil its responsibilities as a registered charity and authorised fundraising agency, we collect the name and contact details of our donors so we can keep them informed on our progress.

- 3.8 If at any time, a person no longer wishes to receive marketing material from Halo they can request for their name to be removed from our marketing and promotions database.

- 3.9 Once you refrain from having services from Halo, your information will become inactive on our system and will be archived after 12 months has lapsed.

4. Related documents (legislation and Halo policies)

Privacy Act 1988

Privacy and Confidentiality Procedure

Code of Conduct

Data Breach Incident Form

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