

# Information Privacy

Document Owner	Chief of Quality & Governance	System	Corporate Governance
Date Implemented	15/03/2022	Review Date	15/12/2024
Version	V5.2	Document Code	TBA

## POLICY STATEMENT

### Context

- Information privacy is a vital aspect of managing records, data, and information, which may contain personal information and sensitive health information. Effective management of personal information is one way in which an organisation can respect an individual's rights and preserve their dignity. Effective management of personal information builds consumer trust and positive reputation while supporting compliance with regulatory obligations related to information privacy.
- This policy should be read in conjunction with the following documents:
  - *SCCQ Information Privacy Guideline*
  - *SCCQ Information Privacy Statement*

### Commitment

- Southern Cross Care (Qld) (SCCQ) is committed to ensuring that personal information is managed effectively such that unauthorised access is prevented. SCCQ will identify and comply with regulatory obligations that relate to privacy.

### Scope

- This policy applies to all information collected by SCCQ including information collected about consumers, their representatives, visitors, employees, contractors, visiting health practitioners and volunteers.

### Quality

- This policy has been developed having regard to the Aged Care Quality Standards:
  - Standard 1(3)(f) Information Privacy
  - Standard 8(3)can(i) Governance Systems in relation to Information Management.

### Compliance

- SCCQ recognises and will comply with its obligations under the following regulatory instruments related to information privacy:
  - *Aged Care Act 1997, Quality of Care Principles 2014 (Aged Care Quality Standards)*
  - *Privacy Act 1998 and the Australian Privacy Principles*
  - *Spam Act 2003*
  - *Fair Work Act 2009*

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## Accountability

7. The Board, through the Chief Executive Officer (CEO), is responsible for ensuring SCCQ complies with regulatory obligations including in relation to information privacy.
8. The CEO is responsible for:
  - Assigning the role of Privacy Officer.
  - Resourcing the privacy protections outlined in this Policy.
9. The Privacy Officer is responsible for:
  - Ensuring this policy and SCCQ’s Privacy Statement are accurate and compliant.
  - Privacy training.
  - Managing and registering privacy-related information requests, including redaction.
  - Managing and registering privacy complaints.
  - Managing and registering privacy breaches should they occur.
  - Monitoring and auditing compliance with this policy.
10. Each member of the Executive Leadership Team is responsible for:
  - Identifying and managing privacy risks and ensuring this policy is complied with in their areas of responsibility.
  - Communication and leadership of privacy with their Managers/direct reports.
11. The Chief of Quality and Governance (CGQ) is responsible for:
  - Ensuring this policy is implemented and operational in services.
  - Working with Managers/Supervisors in relation to privacy risks.

## Quality Improvement

12. SCCQ values feedback from stakeholders and is committed to system and process improvement. Feedback and suggestions about this Policy should be directed to [quality@sccqld.com.au](mailto:quality@sccqld.com.au).

## Definitions

13. The following key terms and definitions apply to this Policy:

Term	Definition
Agency Worker	A person engaged under a labour hire arrangement with an external agency to perform work duties for an Organisation. The Organisation is the host employer; however, there is no employment relationship between the Agency worker and any Organisation (for example, an Agency Nurse or Physiotherapist.)
Board	Board includes the Board of Directors and Committee members of the SCCQ (Qld) Ltd, the Chief Executive Officer and the Company Secretary.
Consultant	A person who is engaged to provide professional services on an ‘as needed’ or ad hoc basis, either as a sole trader or via an external business or a company to provide advice and/or support to the Organisation’s business activities. There is no employment relationship between the Consultant and the

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Term	Definition
	Organisation. For example, a lawyer, auditor or business consultant. A Consultant is not a worker for the purpose of this Policy.
Contractor	A person who is engaged to provide professional services functions to the Organisation either as a sole trader or via an external business or company that employs them. This person may be based in an office and/or on site to provide services for a limited term or for the duration of a project. The Organisation is the host employer; however, there is no employment relationship between the Contractor and any Organisation (for example, a Project Officer, Change Manager or Rehabilitation Services Contractor).
Employee Record	A record of Personal Information relating to the employment of the employee.
Group	Southern Cross Care (Qld) Ltd ABN: 65 104 033 471 ACN: 627 193 962
Health Information	Information or an opinion about the health or a disability (at any time) of an individual; or an individual's expressed wishes about the future provision of health services to him or her; or a health service provided, or to be provided, to an individual that is also Personal Information; or  Other Personal Information collected to provide, or in providing, a health service; or in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances.  Genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.
Leader	A person in a leadership and management role including, but not limited to, an Executive, 'Head of', Manager, Supervisor or Team Leader. Leaders may be responsible for a function, area and/or team.
Personal Information	Information or an opinion, 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.
Consumer Records	Any information and/or item deemed to be identifiable to an individual consumer.
Sensitive Information	Includes information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record, biometric information, biometric templates, Health Information about an individual and genetic information.
Unsolicited Information	Personal Information received from an individual that we did not actively seek to collect.
Volunteer	A person that works for a Group Company without being paid and is not an employee.
Worker	A person who carries out work for the Group as:  An employee;  An apprentice or trainee;  A student gaining work experience;  A volunteer;  A consultant; or  A contractor.

## Version History

Version	Date	Description of change and reason for change
V4	21 February 2018	Up-dated to reflect the requirements of the Fair Work Act 2009
V5	15 February 2021	Due for review. Formatted into current policy template layout.

## Information Privacy

		This Policy replaces SCCQ's existing Privacy Policy V4. The Policy has been updated to better align with the Privacy Act and Aged Care Quality Standards and to strengthen SCCQ's governance in relation to information privacy.
V5.1	17 August 2021	Page 2 Point 11. Responsibility is changed from COO to CQG
V5.2	15 March 2022	Reviewed by CGQ. No changes