

## 1. Document Control

<b>Overview</b>	<p>Thorndale Foundation (Thorndale) Board of Directors ('the Board') and Executive Leadership Team ('ELT') are committed to complying with the Australian Privacy Principles (APP). This policy outlines Thorndale's ongoing obligations with respect to how we manage personal Information of our participants, customers, contractors and employees.</p> <p>Thorndale has adopted the APPs contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of Personal Information.</p>
<b>Objective</b>	<p>The purpose of the Thorndale's Privacy Policy ('the Policy') is to formalise and communicate Thorndale's approach to privacy. This Policy implements the Australian Privacy Principles and requires all employees of Thorndale to read and sign a Privacy &amp; Confidentiality Agreement to assure an understanding of, and agreement to act within the Policy's guidelines.</p> <p>Employees will be informed through induction and training programs of participant, employee, customer and contractor rights to privacy and confidentiality.</p> <p>The Privacy Policy applies to all forms of information including written information in files and electronically, information obtained by word of mouth, from photographs or electronic recordings etc.</p> <p>The policy demonstrates Thorndale's commitment to achieving best practices to drive stakeholder confidence.</p>
<b>Scope</b>	All Thorndale staff, including the Board, student placements, any consultants or contractors engaged by Thorndale and participants of Thorndale
<b>Policy Owner</b>	Executive Leader People & Culture
<b>Policy Approver</b>	Chief Executive Officer

## 2. Definitions

<b>Term</b>	<b>Definition</b>
<b>Staff</b>	Any person Thorndale employs, or engages – including paid employees, volunteers, Board Directors, contractors, consultants and student placements.
<b>Employee</b>	Paid employees of Thorndale.
<b>Volunteer</b>	Unpaid volunteers, student placements and Board Directors.
<b>Participant</b>	Any user of Thorndale's services including NDIS participants.
<b>Australian Privacy Principles (APP)</b>	A set of rules set out in The Privacy Act 1988 (Cth) which establish standards for the collection and handling of personal information.
<b>OAIC</b>	Office of the Australian Information Commissioner

<b>Personal Information</b>	Information or opinion that identifies an individual.
<b>Privacy Officer</b>	Person enlisted by the organisation to coordinate the functions of the Privacy Policy

### 3. What Thorndale will do to promote this policy

All Executive Team Leaders are responsible for promoting the Privacy Policy. The policy will be promoted by collaboration across all areas of the organisation and ongoing regular updates via internal electronic communication channels.

Staff will receive ongoing communication to ensure they kept up to date with privacy law changes. This will include specific training in any privacy procedures as and when required.

### 4. Policy Requirements

#### The Board, CEO and Executive Leaders

Thorndale will endeavour to:

- provide staff with easy access to relevant information about privacy
- promote an open and positive approach to the collection, storage, use and destruction of personal information
- educate staff about their roles and responsibilities in relation to the collection, storage, use and destruction of personal information
- provide staff with assistance when required in relation to privacy
- provide staff with the information about who to direct privacy issues too

#### **Policy Principles**

Thorndale is committed to supporting a 'just culture' approach to collection, storage, use and destruction of personal information.

The principles of the policy are:

- **Obligation to act** – There are clearly defined roles and responsibilities in the privacy process that are acknowledged and understood by the key stakeholders.
- **Procedural understanding** – There are clear guidelines with relation to the collection, storage, use and destruction of personal information and staff are aware of these guidelines.
- **Confidentiality** – Staff understand the confidentiality surrounding collection, storage and use of personal information.

### 5. Framework Overview

#### 5.1. Personal Information

Personal information is information or an opinion that identifies an individual. Examples of personal information we collect include:

- date of birth
- contact details
- bank account details
- family details including family contact details
- images and photographs
- disability Pension Number
- medication information
- information needed to form a client's Support Plan or Individual Employment Plan

- driver's license number
- Tax File Number
- bank account details
- previous employment details
- qualifications
- next of kin (where the person is a member of Thorndale staff or that information is otherwise necessary for one of Thorndale's functions)

Thorndale obtains personal information for the primary purpose of providing services to you. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you reasonably expect such use or disclosure.

Where we collect personal information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about an individual's race or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by Thorndale only for the primary purpose it was obtained, for a secondary purpose that is directly related to the primary purpose or with your consent or where required or authorised by law.

## **5.2. Disclosure of personal information**

Your personal information may be disclosed in a number of circumstances including third parties where you consent to the use or disclosure and when required by law.

## **5.3. Third Parties**

Where reasonable and practicable, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## **5.4. Employee records**

Under the Privacy Act the APPs do not apply to employee records. As a result, this Privacy Policy does not apply to Thorndale's treatment of an employee record.

## **5.5. Job applicants, staff member and contractors**

When collecting personal information of job applicants, staff members and contractors, Thorndale's primary purpose of collection is to assess, and (if successful) engage the applicant, staff member or contractor, as the case may be.

Where Thorndale receives unsolicited job applications these will be dealt with in accordance with unsolicited personal information requirements of the Privacy Act.

## **5.6. Volunteers**

Thorndale obtains personal information about volunteers who assist the organisation at events, courses and associated activities. This information is obtained in good faith allowing Thorndale and volunteers to work together.

## **5.7. Access to your personal information**

If you wish to access your personal information, please contact us in writing (at [info@thorndale.com.au](mailto:info@thorndale.com.au)). In order for Thorndale to continue to protect your information we may require identification from you before releasing the requested information.

## 5.8. Maintaining your personal information

It is important to Thorndale that your personal information is up to date. If you find the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records.

You may, at any time, remove your details from our mailing / marketing lists at any time by contacting us in writing (at [info@thorndale.com.au](mailto:info@thorndale.com.au)).

## 5.9. Security of personal information

Thorndale's staff are required to respect the confidentiality of personal information and the privacy of individuals.

Thorndale has in place steps to protect the personal information it holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records.

When you use Thorndale's website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you.

## 5.10. Storage

Your personal information will be stored in a manner that reasonably protects it from misuse, loss and from unauthorised access, modification and disclosure.

## 5.11. Destruction and de-identification

When your personal information is no longer required for the purpose it was obtained, Thorndale will take reasonable steps to destroy or permanently de-identify your personal information.

## 5.12. Anonymity

Codes which identify an individual and are assigned by another agency will not be adopted for any information held by Thorndale.

## 5.13. Role of the Privacy Officer

The Privacy Officer is the first point of contact for advice on privacy matters within Thorndale and their role involves assisting with and coordinating a range of functions to help Thorndale comply with the APPs. However, it is ultimately Thorndale and its employees who are responsible for complying with the APPs.

The Privacy Officer functions include:

- providing privacy advice internally, for example, giving advice to colleagues on:
  - the development of new initiatives that have a potential privacy impact
  - the general application of privacy law to the Office of the Australian Information Commissioner activities
  - what safeguards to apply to mitigate any risks to the privacy of individuals
- liaising with the OAIC where necessary
- coordinating the handling of internal and external privacy enquiries, privacy complaints, and requests for access to, and correction of, personal information
- monitoring Thorndale's performance against its Privacy Policy

## 5.14. Privacy Policy Complaints and Enquiries

If you would like further information about the way Thorndale manages the personal information it holds, please contact the Privacy Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Privacy Officer.

Complaints brought to the attention of the Privacy Officer will, in the first instance, follow Thorndale's [Complaints and Dispute](#) Policy and Procedure.

If, after following Thorndale's Complaints and Dispute Policy and Procedure, you are not satisfied with the response to your complaint, you can then refer your complaints to the Office of the Australian Information Commissioner via:

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Mail: GPO Box 5218 Sydney NSW 2001

## 5.15. When a breach occurs

There are a range of consequences for breaches of this policy depending on the nature and seriousness of the breach.

Managers have a responsibility to address alleged breaches of the policy swiftly and in a fair and reasonable manner. The seriousness of the alleged breach needs to be assessed to determine how the breach will be dealt with.

Possible outcomes for a staff member who has breached the policy may be:

- counselling
- performance improvement plans
- formal disciplinary actions
- referral to the relevant registration or membership board
- referral to the police in cases of suspected possibility criminal activity
- termination of employment

## 6. Accountability and Responsibilities

Role	Responsibility
<b>THORNDALE Board</b>	<ul style="list-style-type: none"> <li>• Ensure guidelines and procedures of this policy are adhered to and regularly reviewed and updated.</li> </ul>
<b>Chief Executive Officer (CEO)</b>	<ul style="list-style-type: none"> <li>• Ensure guidelines and procedures of this policy are adhered to and regularly reviewed and updated.</li> </ul>
<b>Executive Leadership Team</b>	<ul style="list-style-type: none"> <li>• Ensure guidelines and procedures of this policy are adhered to and regularly reviewed and updated.</li> <li>• Ensure delegates fully understand and are aware of consequences of not following policy guidelines and procures.</li> <li>• Work closely to ensure all employees are compliant with policy guidelines.</li> </ul>
<b>Executive Leader Quality</b>	<ul style="list-style-type: none"> <li>• Ensure guidelines and procedures of this policy are followed and regularly reviewed and updated.</li> </ul>

Role	Responsibility
	<ul style="list-style-type: none"> <li>Ensure all managers fully understand the policy and procedures and the consequences of non-compliance.</li> <li>Ensure all personal information gathered in the process of conducting organisation business is handled in accordance with this policy.</li> </ul>
<b>Operational Managers and Team Leaders</b>	<ul style="list-style-type: none"> <li>Ensure staff fully understand their obligations with regard to this policy.</li> <li>Ensure staff understand consequences of non-compliance with policy</li> </ul>
<b>Staff Members and Volunteers</b>	<ul style="list-style-type: none"> <li>Required to read and ensure they understand their obligations with regard to this policy and the consequences if the policy is breached.</li> </ul>

## 6. Related and Supporting Documents and Legislation

Australian Privacy Principles (APP) – [click here](#)

Privacy Act 1988 – [click here](#)

[Thorndale's Staff Code of Conduct](#)

[Thorndale's Complaints and Disputes Policy](#)

## 7. Other Related Reference

N/A

## 8. Document change history

Version	Date	Summary of Changes	Authorised by
01	October 2020	Initial publication of document	