

Privacy Policy -Procedures

Dealing with personal information

In dealing with personal information, EMoW workers will:

- ensure privacy for clients, paid and unpaid workers and Board members when they are being interviewed or discussing matters of a personal or sensitive nature
- only collect and store personal information that is necessary for the functioning of the organisation and its activities
- use fair and lawful ways to collect personal information
- collect personal information only by consent from an individual
- ensure that people know what sort of personal information is held; what purposes it is held for; how it is collected, used, disclosed; and who will have access to it
- ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves
- take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure
- destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents have expired

Responsibilities for managing privacy

- All workers and Members are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.
- The Manager is responsible for content in EMoW publications, communications and web site and must ensure the following:
 - appropriate consent is obtained for the inclusion of any personal information about any individual including EMoW personnel
 - information being provided by other agencies or external individuals conforms to privacy principles
 - that the website contains a Privacy statement that makes clear the conditions of any collection of personal information from the public through their visit to the website.
- All paid and unpaid workers are responsible for safeguarding personal information relating to EMoW clients and their advocates, paid and unpaid workers, Board members, contractors and other parties conducting EMoW business.

The Privacy Contact Officer

The Privacy Contact Officer is the Manager and is responsible for:

- ensuring that all paid workers are familiar with the Privacy Policy and administrative procedures for handling personal information
- ensuring that clients and other relevant individuals are provided with information about their rights regarding privacy
- handling any queries or complaint about a privacy issue

Privacy information for clients

At initial assessment clients will be told what information is being collected, how their privacy will be protected and their rights in relation to this information. It is the responsibility of the Assessor to provide this advice.

Participants in research projects

People being invited to participate in a research project must be:

- given a choice about participating or not
- given the right to withdraw at any time
- informed about the purpose of the research project, the information to be collected, and how information they provide will be used
- given copies of any subsequent publications

The collection of personal information will be limited to that which is required for the conduct of the project. Individual participants will not be identified.

Organisational participants in research projects will generally be identified in EMoW research, unless the nature of a particular project requires anonymity, or an organisation specifically requests it.

