

Privacy and Confidentiality Policy

1 At a glance

- Who** This policy applies to the Sylvanvale Board, Executive team, Managers and Workers (including employees, volunteers, agency staff, contractors and students).
- What** The purpose of this privacy policy is to:
- Clearly communicate the personal information handling practices of Sylvanvale
 - Enhance the transparency of Sylvanvale operations, and
 - Give individuals a better and more complete understanding of the sort of personal information that Sylvanvale holds, and the way we handle that information.
- Why** Sylvanvale respects the privacy and dignity of all people including members, employees, volunteers, our customers/beneficiaries, donors, business partners and online users, and is committed to safeguarding the personal information that is provided to us.



The Privacy Act 1988 and this Privacy Policy do not apply to acts or practices which directly relate to employee records of Sylvanvale current and former employees.

2 Policy

2.1 Personal and Sensitive Information

Our obligations under the Privacy Act

- [i Oaic – Privacy information](#)
- [i Privacy Act](#)

This privacy policy sets out how we comply with our obligations under the Privacy Act 1988 (Privacy Act).

Sylvanvale is bound by the Australian Privacy Principles (APPs) in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.

Data Protection

- [i Data Protection Procedure Guide](#)

Sylvanvale takes reasonable steps to ensure confidential, personal and sensitive information is protected from misuse and loss and from unauthorised access, modification or disclosure.

Data Breach

- [i Data Breach Procedure Guide](#)

The NDB (Notifiable Data Breaches) scheme in Part IIIC of the Privacy Act requires entities to notify affected individuals and the Commissioner of certain data breaches.

Sylvanvale has a requirement to notify individuals and the Australian Information Commissioner about ‘eligible data breaches’.

An eligible data breach occurs when the following criteria are met:

- There is unauthorised access to or disclosure of personal information held by an entity (or information is lost in circumstances where unauthorised access or disclosure is likely to occur).
- This is likely to result in serious harm to any of the individuals to whom the information relates.
- The entity has been unable to prevent the likely risk of serious harm with remedial action.

Collection of personal and sensitive information

Anyone wanting to access any Sylvanvale services on an anonymous basis or using a pseudonym, is required to let us know. If this is possible and lawful, Sylvanvale will take all reasonable steps to comply with the request, however, may not be able to provide the services in question if we are not provided with the personal information requested.

2.2 Collection of Personal and Sensitive Information

How we collect information

The nature and extent of personal and sensitive information collected by Sylvanvale varies depending on the interaction with Sylvanvale.

Sylvanvale collects information through various means, including telephone and in-person interviews, appointments, forms and questionnaires.

There may be situations where Sylvanvale may need to obtain personal information from a third party source. If we collect

information in this way, we will take reasonable steps to contact the person the information relates to, to ensure they are aware of the purposes for which we are collecting the personal information.

If the information collected is required to be disclosed to an organisation to which we may disclose the information to (subject to any exceptions under the Act) we will advise the person the information relates to. For example, we may need to collect information from a health care professional, such as a doctor.

Information collection sources

Sylvanvale collects personal and sensitive information from customers/beneficiaries, donors, business partners, Sylvanvale people and online users.

Specific information about the kind of information collected from each of these groups and the use of the information is detailed below.

Sylvanvale customers and beneficiaries

Type of information collected:

- Contact details (name, address, email etc.)
- Personal details including: date of birth, gender, income
- Information on personal issues and experiences, relationships
- Family background, supports customers may have in the community
- Areas of interest
- Health information and/or medical history
- Credit card numbers or bank account details.
- Information received via the NDIA Portal
- SIL Service Agreements and Accommodation Agreements.

How the information is collected:

- Membership applications
- Online registration
- Telephone
- Service agreements
- Enrolment forms.

Use of Information Collected:

- To provide Sylvanvale services
- To provide customers/beneficiaries with the most appropriate services for their needs
- To meet any requirements of government funding for programs
- To monitor and evaluate existing services and plan for future services
- To produce annual reports
- For research purposes which may involve contracted organisations and for which informed consent will be sought
- To comply with legal obligations.

Sylvanvale Donors

Type of information collected:

- Contact details (name, address, telephone numbers, email etc.)
- Personal details including: date of birth, gender, income
- Areas of interest
- Donation history

- Credit card numbers or bank account details of all our donors
- Expiration date of credit card.

How the information is collected:

- Communications, email, flyers
- Online registration
- Telephone – call centre.

Use of Information Collected:

- To provide Sylvanvale services
- To process donations and provide accurate receipts
- To facilitate on-going fundraising and marketing activities
- To comply with legal obligations
- To provide transparency relating to donated funds, particularly for Appeals for public donations.

**Sylvanvale
Business Partners**

Type of information collected:

- Contact person's name, the name of the organisation which employs the person, telephone numbers, fax number, street and postal address, email address and position title
- Areas of interest by category and industry
- Bank details (if Sylvanvale is to receive payment or make payment for services received)
- Australian Business Number (ABN)
- Type of support (e.g. workplace giving, goods in kind, program support, volunteering).

How the information is collected:

- Communications, email, flyers
- Online registration
- Telephone.

Use of Information Collected:

- To provide Sylvanvale services
- To process donations and provide accurate receipts
- To pay for services
- To establish and manage partnerships
- To receive services from you or the organisation which employs you
- To manage Sylvanvale relationship with the business partner
- To provide information about Sylvanvale services
- To update the company on Sylvanvale appeals for public donations, programs and services.

Sylvanvale People

Volunteers, employees, delegates and candidates for volunteer work and prospective employees.

Type of information collected:

- Contact details (name, address, telephone numbers, email etc.)
- Personal details including personal details of emergency contact person(s)
- Date of birth
- Country of birth, citizenship, residency and/or visa details
- Details of current/previous employment or volunteer involvement

- Skills and experience
- Languages spoken and written
- Qualifications, drivers licence details
- Information and opinions from referees for prospective employees and candidates for volunteer work.

A Police Check and Working with Children Check is required for all roles in Sylvanvale. Individuals will be required to provide certain information for a Police Check. There are different arrangements for Police Checks in each state and territory of Australia.

In some cases the Police Check will be received directly by Sylvanvale and then stored securely or destroyed.

In some rare situations it is necessary for Sylvanvale to collect or receive information about an individual's health. In this circumstance, Sylvanvale will advise why the information is being collected and whether and to whom it will be released.

Use of Information Collected:

- To provide Sylvanvale services
- To process an application to become a member, volunteer or employee of our organisation
- To facilitate a placement in an appropriate service or position
- To assist with services whilst an individual is employed or engaged as a volunteer with Sylvanvale
- To provide feedback on performance as a volunteer or employee
- To meet legislative responsibilities to all volunteers and employees
- To obtain feedback from individuals about their experiences
- To assist Sylvanvale to review and improve its programs and services to keep individuals informed about Sylvanvale developments and opportunities
- To provide information about services
- To facilitate further involvements with Sylvanvale (e.g. Disability supports, membership or donor or supplier).

Sylvanvale Members

Type of information collected:

- Contact details (name, address, telephone numbers, email etc.)
- Date of birth
- Credit card details
- Expiration date of credit card
- Areas of interest.

Use of Information Collected:

- To provide Sylvanvale services
- To provide communication updates and ensure transparency
- Relating to donated funds, particularly Appeals for public donations, and Sylvanvale operations
- To process donations and provide accurate receipts
- To facilitate ongoing fundraising and marketing activities
- To provide information about Sylvanvale Limited
- To receive invitations to upcoming events and activities
- To recognise your support of Sylvanvale.

Online Users

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms and conditions of use for the Sylvanvale website.

Type of information collected:

- Contact details (name, address, telephone numbers, email etc.)
- Credit card number
- Expiration date of credit card
- Non-personal information e.g. visitor navigation and statistics
- Server address, browser type, date and time of visit
- Personal information.

Use of Information Collected:

- To process donations, purchase orders, online bookings, purchases/transactions (e.g. booking Gala Dinner tickets)
- To analyse website usage and make improvements to the website
- Sylvanvale does not match the personal information collected with the non-personal information.

Health Information

 [Health Records and Information Privacy Act 2002](#)

As part of administering Sylvanvale services, Sylvanvale may collect health information. For example, Sylvanvale collects health information (such as medical history) from some customers/beneficiaries participating in Sylvanvale programs.

When collecting health information, Sylvanvale will obtain consent to such collection and explain how the information will be used and disclosed.

If health information is collected from a third party (such as a doctor), Sylvanvale will inform the person the information relates to that the information has been collected and will explain how the information will be used and disclosed.

Sylvanvale will not use health information beyond the consent provided, unless further consent is obtained or in accordance with one of the exceptions under the Privacy Act or in compliance with another law.

If Sylvanvale uses health information for research or statistical purposes, it will be de-identified if practicable to do so.

Website

The Sylvanvale website may from time to time contain links to other websites. Sylvanvale stresses that when an online user accesses a website that is not the Sylvanvale website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check that particular website's policy.

Sylvanvale will never knowingly send electronic messages without consent. Refer to the [Spam Act 2003](#) for more information.

2.3 Disclosure of Personal and Sensitive Information

Personal Information Disclosure

Sylvanvale only uses personal information for the purposes for which it has been provided, or for purposes which are related to one of our functions or activities. This includes the lawful functions and activities of the Sylvanvale Board of Directors.

For the purposes referred to in this Policy (discussed above under 'Collection of Personal and Sensitive Information'), we may also disclose personal information to other external organisations including:

- Government departments/agencies who provide funding for Sylvanvale services
- Contractors who manage some of the services we offer to you, such as distribution centres who may send information to you on behalf of Sylvanvale. Steps are taken to ensure they comply with the APPs when they handle personal information and are authorised only to use personal information in order to provide the services or to perform the functions required by Sylvanvale
- Doctors and health care professionals, who assist us to deliver our services
- Other regulatory bodies, such as WorkSafe
- Referees and former employers of Sylvanvale employees and volunteers, and candidates for Sylvanvale employee and volunteer positions, and
- Our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, Sylvanvale will not disclose an individual's personal information to a third party unless one of the following applies:

- The individual has consented
- The individual would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected)
- It is otherwise required or authorised by law
- It will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- It is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- It is reasonably necessary to assist in locating a missing person
- It is reasonably necessary to establish, exercise or defend a claim at law
- It is reasonably necessary for a confidential dispute resolution process
- It is necessary to provide a health service
- It is necessary for the management, funding or monitoring of a health service relevant to public health or public safety

- It is necessary for research or the compilation or analysis of statistics relevant to public health or public safety
- It is reasonably necessary for the enforcement of a law conducted by an enforcement body
- We do not usually send personal information out of Australia. If we are otherwise required to send information overseas we will take measures to protect your personal information. We will protect your personal information either by ensuring that the country of destination has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that safeguards your privacy.

2.4 Personal and Sensitive Information Protection

Security of personal and sensitive information

 [Records Management Procedure](#)

 [Data Protection Procedure](#)

Sylvanvale takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.

These steps include password protection for accessing our electronic IT system, securing paper files in locked cabinets and physical access restrictions. Only authorised personnel are permitted to access these details.

When personal information that we collect is no longer required, we destroy, delete or de-identify it in a secure manner, in accordance with Sylvanvale’s Document and Records Management policy.

Access to and Correction of Personal Information

If an individual requests access to the personal information we hold about them, or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold the information, or not make the changes.

Requests for access and/or correction should be made to the Privacy Officer (details of which are set out below). For security reasons, we require the request in writing and proof of your identity to be provided. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

Denied Access to Personal Information

If we deny access to information, Sylvanvale will set our reasons for denying access. Where there is a dispute about the right of access to information or forms of access, this will be dealt with in accordance with the Complaints Management procedure

Access to information will be denied if:

- The request does not relate to the personal information of the person making the request
- Providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety
- Providing access would create an unreasonable impact on the privacy of others

- The request is frivolous and vexatious
- The request relates to existing or anticipated legal proceedings
- Providing access would prejudice negotiations with the individual making the request
- Access would be unlawful
- Denial of access is authorised or required by law
- Access would prejudice law enforcement activities
- Access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of Sylvanvale Limited
- Access discloses a 'commercially sensitive' decision making process or information, or
- Any other reason that is provided for in the APP's or in the Privacy Act.

Requesting Personal Information

When a request for information is received, in the first instance, Sylvanvale will generally provide a summary of the information held about the individual. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in Sylvanvale data bases and in paper files, and which may be used on a day to day basis.

Due to the nature of our service delivery, personal records, such as incident reports, may contain information about other persons involved in activities or such matters. In this case, Sylvanvale must protect the confidentiality of those individuals. In this case, a summary or redacted reported may be provided to ensure we are protecting the identify of those people.

We will take all reasonable steps to provide access to the information requested within 14 days of receiving the request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within 30 days.

If an individual is able to establish that personal information Sylvanvale holds about her/him is not accurate, complete or up to date, Sylvanvale will take reasonable steps to correct the applicable records.

Providing Information Externally

When a request for information is received Sylvanvale ensures the following prior to releasing the information:

- That consent to release information has been given by a person who is authorised to give that consent prior to collecting the information.
- The requestor of the information is authorised to receive the information requested
- The information provided only contains the information needed
- The information provided does not contain any information relating to any other person
- The information collated to be provided is approved by a member of the Executive team prior to release

Providing Information Charges

Sylvanvale may charge reasonable fees as reimbursement for the cost incurred relating to the request for access to information, including in relation to photocopying and the delivery cost of information stored off site. For information on the current fees, contact the Privacy Officer.

2.5 Information Handling Complaints

Receiving Complaints

Complaints about Sylvanvale privacy practices or the handling of of personal and sensitive information are to be addressed to the Sylvanvale Privacy Officer.

All complaints received will be logged on the complaints database.

A privacy complaint relates to any concern regarding Sylvanvale’s privacy practices or handling of personal and sensitive information. This could include matters such as how information is collected or stored, how information is used or disclosed or how access is provided to personal and sensitive information.

Complaints Resolution

Sylvanvale aims to achieve an effective resolution of complaints received within a reasonable timeframe, usually 30 days or as soon as practicable, however, in some cases, particularly if the matter is complex, the resolution may take longer.

Once the complaint has been made, Sylvanvale will resolve the matter in a number of ways such as:

- Requesting for further information: We may request further information including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential.
- Discuss options: We will discuss options for resolution with the complainant about how the matter might be resolved.
- Investigation: Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation.
- Conduct of our employees: If the complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
- The complaint is substantiated: If the complaint is found to be substantiated, we will take appropriate agreed steps to resolve the complaint, address the concerns and prevent the problem from recurring.
- If the complaint is not substantiated, or cannot be resolved and this Privacy Policy has been followed, Sylvanvale may decide to refer the issue to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.

- At the conclusion of the complaint, if a complainant is not satisfied of the outcome they can take it to the Office of the Australian Information Commissioner at www.oaic.gov.au. Sylvanvale will keep a record of all complaints received and the outcomes.

In the event that an anonymous complaint is received Sylvanvale will note the issues raised and, where appropriate, try and investigate and resolve the complaint appropriately.

Privacy Officer

Sylvanvale reserves the right to review, amend and/or update this policy from time to time. We aim to comply with the APPs and other privacy requirements required to be observed under State or Commonwealth Government contracts.

If further privacy legislation and/or self-regulatory codes are introduced our Privacy Policy is updated accordingly.

Individuals can obtain further information in relation to this privacy policy, or provide any comments, by contacting us:

Privacy Officer – Chief Financial Officer

☎ Phone: (02) 8536 0100

Post: PO Box 29 SUTHERLAND NSW 1499

Email: privacy@sylvanvale.com.au

2.6 Key responsibilities

Role	Responsibilities
Privacy Officer	<ul style="list-style-type: none"> • Point of contact for any concerns regarding Sylvanvale privacy practices or handling of personal and sensitive information.

2.7 Standards, laws and other contractual obligations

Standards	<ul style="list-style-type: none"> • National Standards for Disability Services • NSW Disability Services Standards • Australian Privacy Principles Guidelines
Legislation or other requirements	<ul style="list-style-type: none"> • Privacy Act 1988 • Privacy Regulations 2013 • Spam Act 2003 • Health Records and Information Privacy Act 2002
Contractual obligations	<ul style="list-style-type: none"> • Office of the Australian Information Commissioner • Notifiable Data Breach (NDB) Scheme

2.8 Review, approval and document controls

Policy name	Privacy and Confidentiality
Review frequency	Every 3 years
Person responsible	Matt Donnelly, Executive Corporate Experience
Approval	Chief Executive Officer (CEO)

Review	Date approved	Approved by	Next review due
1	03/04/2020	Leanne Fretten, CEO	03/04/2023
2	24/04/2020	Leanne Fretten, CEO	23/04/2023