



ACT Recovery College Business Rule

Name:	Privacy Policy
What it is	This business rule outlines the processes for adherence to Privacy Principles
Risk Rating	Medium
Review Date	October 2020
Who it applies to	This business rule applies to all staff, educators and students of the ACT Recovery College.

PRIVACY

Background

The ACT Recovery College may collect information from organisations and individuals for a variety of reasons. Except as outlined in this policy The ACT Recovery College will not on-sell or disclose, any information collected to another person, organisation or agency unless, permission has been granted or where required or authorised by or under Australian law, or a court/ tribunal order.

Procedure

The College will take reasonable steps to ensure it complies with the Australian Privacy Principles (APP). As such the below indicates how The College addresses the APP.

Part 1 - Consideration of personal information privacy

Open & transparent management of personal information – APP 1

The ACT Recovery College believes in being open and transparent about the personal information we collect, how we collect it, why we collect it and how we will use it. Whilst being open and transparent about our processes, privacy and confidentiality of information we collect and store is paramount to us and as such we will only discuss information we have collected with relevant individuals, i.e. if the individual has given the College permission or as required or authorised by or under Australian law, or a court/ tribunal order.

Anonymity & pseudonymity – APP 2

When providing information or making an enquiry to the College individuals have the right to remain anonymous or use a pseudonym.





When utilising the College website only low level non identifying metadata including IP address is collected to enable statistical analysis of views per page on our website etc.

Part 2 - Collection of personal information

Collection of solicited personal information – APP3

- Information will be collected through registration forms, during the process of registering for The College communications such as our e-newsletter and during membership application and renewal processes. Information provided during the membership process may include individual information as well as organisational information. Any individual information provided on behalf of an organisation will be used solely for the purpose of disseminating member relevant information to the member organisation.
- Information relating to individuals (including internal and external staff/ consultants) and organisations will be stored within the ACT Recovery College Database.

Policy Statement

The College may collect information from individuals and organisations. The ACT Recovery College will therefore take all reasonable steps to ensure we comply with, and store all information in line with the Australian Privacy Principles as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Dealing with unsolicited personal information – APP4

In the event that the College receives unsolicited personal information about any individual, and it is unlikely that the College would have been provided with this information, then the College will destroy or de-identify the information as soon as practical and if lawful to do so. If it is likely the information could have been collected from an individual or a third party organisation (such as in the case of membership of the College) the following will apply.

Notification of the collection of personal information – APP5

In the event the College receives unsolicited information about an individual and the information is relevant and it is likely the College could have collected it from the individual through our processes, the College will inform the individual, including how the College will use the information as soon as practical.





Part 3 - Dealing with personal information

Use or disclosure of personal information – APP6

- Information will only be provided to third parties required for the storage of and dissemination of contact details unless required or authorised by or under an Australian law, or a court/ tribunal order.
- Information collected by the College will be used for the following purposes:
 - Information about upcoming events (including possible training events)
 - Information the College considers relevant to our members
 - Information the College considers relevant to the broader mental health sector
- Information will not be used for other purposes unless:
 - The individual has consented
 - It is somehow required or authorised by or under an Australian law, or a court/ tribunal order.
 - It is required to locate a missing person
 - It is required for the purpose of a confidential alternative dispute resolution

Direct marketing – APP7

The College will only use personal information collected from an individual for the purpose of direct marketing where the College believes the individual may have an interest in the material. All direct marketing will provide a simple way of requesting to not receive any future direct marketing campaigns.

Cross-border disclosure of personal information – APP8

- Information is stored within Australia.
- In the unlikely event that the location of information storage changes in the future the College will update this policy.

Adoption, use or disclosure of government related identifiers – APP9

The College does not use government related identifiers. The College will not disclose a government identifier should we become aware of it unless permission has been given for us to disclose it, or it is reasonably necessary for The College to carry out its activities or obligations or unless required or authorised by or under Australian law, or a court/ tribunal order.





Part 4 - Integrity of personal information

Quality of personal information – APP10

The College will take reasonable steps to ensure information collected and stored by the College about an individual or organisation is accurate, up-to date and complete.

Security of personal information – APP11

- Information stored within the database will only be available to internal College staff. Staff will only use information stored within the Database that is relevant to their specific role or assigned tasks for College operations.
- Where personal information is no longer required (or requested by the individual) The College will destroy, delete or de-identify the information as long as it is legal to do so.
- All hard copy forms that contain personal information will be stored securely until such time as they are no longer required in hard copy at which time they will be securely disposed of.
- Soft copy forms that contain personal information will be stored securely on our server with restricted access.
- All College staff sign and agree to maintaining confidential, information they are privy to during the course of their employment with the College.
- All third party service providers used for storing and transmitting data have agreed to maintain the privacy of the College data.

Part 5 - Access to, and correction of, personal information

Access to personal information – APP12

- Access to information stored within the the College database will only be provided to the individual seeking access, unless the information relates to an organisation in which case access to information will only be provided to the nominated contacts within the database.
- Requests for access to information are to be made in writing to the College and will be responded to within a reasonable timeframe and where possible within the format requested.
- The College may reasonably refuse to provide an individual access to the information stored where





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- It would pose a serious threat to life, health or safety of any individual, or to public health or public safety
- Giving access would have an unreasonable impact on the privacy of other individuals
- The request for access is frivolous or vexatious
- The information relates to existing or anticipated legal proceedings between the entity and the individual, and would not be accessible by the process of discovery in those proceedings
- Giving access would reveal the intentions of the entity in relation to negotiations with the individual in such a way as to prejudice those negotiations
- Giving access would be unlawful
- Denying access is required or authorised by or under Australian law or a court/tribunal order
- Both of the following apply:
 - o The entity has reason to suspect that unlawful activity ,or misconduct of a serious nature, that relates to the entity’s functions or activities has been, is being or may be engaged in;
 - o Giving access would be likely to prejudice the taking of appropriate action in relation to the matter
- Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body
- Giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process



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- In the event the College is unable to provide access to information, the College will provide the reason access has not been granted and provide information on how to make a complaint about access not being granted.

Correction of personal information – APP13

- The ACT Recovery College will work to ensure information maintained within our database remains accurate, current and complete, however in the event that we are notified of inaccurate information we will make the requested changes within 2 working days of receiving written notification from the relevant person.
- Where The ACT Recovery College is unable to make the requested changes, the College will provide the reason the request will not be actioned and information on how to make a complaint.



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