

PRIVACY POLICY

The Arnhem Land Progress Aboriginal Corporation (ALPA), is committed to protecting your privacy. This Privacy Policy sets out how we collect and manage personal information and the steps we take to protect it. This Privacy Policy does not affect our obligation of confidentiality to you if you are our personnel (employee, contractor or sub-contractor), trainee, apprentice, work seeker or client/external stakeholder.

We manage personal information in accordance with the Privacy Act 1988 (including the Amendment (Enhancing Privacy Protection) Act 2012(Cth)) and Australian Privacy Principles (2014). ALPA complies with Commonwealth, State & Territory Government legislation concerning the collection, use and disclosure of personal information. We only collect information that is reasonable and necessary for the proper performance of our activities or functions.

This policy applies to information collected by ALPA and to all the activities of ALPA businesses and related entities.

Information we collect, use and store

To ensure the delivery of the best services, we usually collect the following types of personal information that is reasonably necessary for the proper performance of our functions and activities.

For Personnel, Trainees, Apprentices & Work-seekers:

The type of information that we typically collect and hold about personnel, trainees, apprentices & work-seekers is information that is necessary to for employment, to meet statutory obligations, to assess amenability to work offers and work availability; suitability for work or training placements; or to manage the performance in work obtained through us and includes (but not limited to) for example:

- ⦿ work history – including position titles | duties | companies worked for | length of service
- ⦿ contact details – including telephone | email | Skype details
- ⦿ references – including referee contact information | referee’s report on work undertaken by work-seeker
- ⦿ verification of identity – passports, VEVO, birth certificates
- ⦿ type of work person seeking – including conditions | hours | rates of pay
- ⦿ results of any training, profiling, testing, formal education

For Referees:

The type of information that we typically collect and hold about referees is information that is necessary to help to make determinations about the suitability of work-seekers for particular jobs or particular types of work and includes (but not limited to) for example:

- ⦿ contact details
- ⦿ information provided by referee on nominated work-seeker or work performance | duties and responsibilities | observed behaviours | exit from workplace

For Clients/External stakeholders:

- ⦿ name and contact details (including address, telephone number & email address);
- ⦿ company details (if applicable) – including information about numbers of employees & departments | promotional materials | financial information | WHS information;
- ⦿ hiring | procurement authority details (if applicable) – contact information of those involved in project or service work we undertake.

Purpose of Collection of Private Information

ALPA principally collects private information for a variety of reasons to ensure the best quality delivery of services and to meet our statutory obligations. ALPA is permitted to collect your personal information (including sensitive information) as part of its functions. Reasons include: conducting ALPA business, providing and marketing our services, communication with you, compliance with legal obligations, help us manage and improve our services.

However, using and disclosing your personal information requires consent where it is practical and reasonable to do so. ALPA will only disclose personal information about you to perform our core business. This may include disclosure to: representatives & consultants to ALPA businesses, host or alternate employers (trainees, apprentices), your financial institution & others relating to your remuneration & benefits, Government bodies and other as required/authorised by law, others to whom you authorise disclosure.

The purposes for which we collect, hold, use and disclose your personal information are likely to differ depending on your relationship with ALPA:

For Personnel, Trainees, Apprentices & Work-seekers

Information that we collect, hold, use and disclose about employees and work-seekers is typically used for:

- ⦿ work placement and operations;
- ⦿ recruitment | HR functions;
- ⦿ candidate &/or participant profiles
- ⦿ statistical purposes and statutory compliance requirements;

For Referees

Personal information that we collect, hold, use and disclose about referees is typically used for:

- ⦿ confirming identity and authority to provide references;
- ⦿ work-seeker suitability assessment;
- ⦿ recruitment | 360 report functions;

For Clients/External Stakeholders

Personal information that we collect, hold, use and disclose about clients/external stakeholders is typically used for:

- ⦿ relationship management;
- ⦿ statistical purposes and statutory compliance requirements
- ⦿ as mentioned in previous section *Information we collect, use & store*

How your personal information is collected

The means by which we will generally collect your personal information are likely to differ depending on whether you are personnel, work-seeker, referee, client/external stakeholders.

We sometimes collect information from third parties and publicly available sources when it is necessary for a specific purpose such as checking information that you have given us or where you have consented or would reasonably expect us to collect your personal information in this way.

Sometimes the technology that is used to support communications between us will provide personal information to us, such as email, mobile phones, internet, social media and any other related electronic

transaction. For further details; please refer to the section in our Privacy Policy Guidelines on Electronic Transactions.

How your personal information is held

Personal information is held in our Information Record System until it is no longer needed for any purpose for which it may be used or disclosed at which time it will be de-identified or destroyed provided that it is lawful for us to do so.

We take a range of measures to protect your personal information from:

- ⦿ misuse, interference and loss; and
- ⦿ unauthorised access, modification or disclosure.

Disclosures

We may disclose your personal information for any of the purposes for which it is primarily held or for a lawful related purpose. We may disclose your personal information where we are under a legal duty to do so. Disclosure of your personal information to ALPA places the organisation in a position of trust within the community and as such we seek to protect and uphold the privacy of individuals in accordance with the APPs.

ALPA will not provide your personal information (including health or sensitive information) to other entities unless it is required under Federal or Northern Territory laws, or it reasonably believes that the recipient of the information will not disclose the personal information derived from ALPA in the course of normal duties being conducted. Where required by law, personal information disclosed to other sources will be de-identified.

There are a number of specific instances under which ALPA needs to provide personal information to other agencies, bodies and individuals. The following are typical examples:

- ⦿ where ALPA is authorised to provide another agency (Government Department), with personal information to enable care to be delivered;
- ⦿ where we provide de-identified information to funding agencies and Government Departments to meet our contractual requirements (de-identified information cannot be linked back directly to an individual);
- ⦿ where we maximise the efficient delivery of our services through engaging specialists who work on our behalf (individual's consent is sought prior to the release of this information)

For the most part, the release of personal information may only occur with written consent of either you, or your substitute authority.

ALPA recognises the right of individuals to withdraw consent to release his/her personal information at any time. This is to be done (preferably) in writing.

Reporting requirements

Under contractual arrangements with various funding bodies and Government Departments, ALPA is also obliged to provide a range of different reports. Some reports provide de-identified information on ALPA services provided and the types of personnel, trainees, apprentices or clients/external parties that ALPA interacts with &/or supports and some reports may include name | address | date of birth.

Identifiers

ALPA will identify individuals by a number of unique identifiers internally assigned by the organisation. ALPA may, however, retain a record of other external agency personal identifiers that are required to provide services, coordinate with other care agencies or otherwise fulfil service, operational or reporting obligations.

Use of contractors

From time to time, ALPA may use contractors to provide delivery of services to support ALPA businesses. Contractors are required to abide by the same confidentiality and privacy requirements as ALPA employees and this is clearly stated within non-disclosure clauses in their contracts.

Keeping information up to date and accurate

ALPA makes every effort to keep your personal information up to date and accurate. This may mean that at times our staff will review or test the personal information held and request verification as to its accuracy.

In order to provide clarity and a record of the request it is preferred that written requests for access to personal information not already available are forwarded to our Privacy Officer as per the details listed under the section *Further Questions / Assistance* of this Policy.

All requests are to be in writing and there is a need to verify identification. ALPA will take all reasonable steps to assess and correct any personal information that is believed to be inaccurate, incomplete or out-of-date.

If you find that personal information that we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to correct it by contacting our Privacy Officer as above.

If we have disclosed personal information about you that is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to notify the third parties to whom we made the disclosure and we will take such steps (if any) as are reasonable in the circumstances to give that notification unless it is impracticable or unlawful to do so.

Access to your personal information

You can request access to all your personal information held by ALPA by contacting our Privacy Officer. The request will be evaluated as per the requirements and conditions of the *Privacy Act 1988*. Important exceptions include:

- ⦿ it is unlawful to provide the information;
- ⦿ evaluative opinion material obtained confidentially in the course of our performing reference checks; and access that would impact on the privacy rights of other people. In many cases, evaluative material contained in references that we obtain will be collected under obligations of confidentiality that the person who gave us that information, is entitled to expect, will be observed;
- ⦿ that we do refuse access if it would breach confidentiality;
- ⦿ it poses a serious and imminent threat to the life or health of any individual;
- ⦿ the request is frivolous or vexatious;

ALPA will ensure the request is handled in a timely manner. It is reasonable to expect that extraction of personal information required may then take up to fifteen working days due to the need to access both paper based and computerised information systems. A nominal fee may be charged to meet the costs of extracting and photocopying information.

Cross border disclosure of personal information

ALPA will not transfer your personal information to third parties outside Australia unless they are subject to similar privacy laws or schemes, or your consent has been obtained, or other provisions of Australian Privacy Principle 8 – Cross-border Disclosure of Personal Information apply. For further information please refer to our Privacy Policy Guidelines

Data Security

ALPA strives to ensure the security, integrity and privacy of your personal information. Periodically we review and update our security measures in relation to current and future technologies. Systems and procedures are already in place to protect your personal information from misuse and loss and from unauthorised access, modification or disclosure. ALPA will retain information in line with its record keeping obligations. When information is no longer required or relevant, it will be disposed of in a secure and appropriate manner.

Email

All email from ALPA managed devices and services (laptops, desktops, ipads, Outlook Web Access), sent to an ALPA address (e.g *your name@alpa.asn.au*) is secured using SSL encryption. Email transmission of your identifying information over public networks (for example personnel using personal email accounts) is prohibited by ALPA. The use of personal email accounts and phone messaging accounts to send or receive any client or resident or corporate information or images (for example wound images) is also strictly prohibited by ALPA.

Website cookies

A “cookie” is a small file supplied by a website and stored by the web browser software on your computer when you access a website. The cookie allows a website to recognise you as an individual as you move from one page to another. You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this you may not be able to use the full functionality of our website. A further explanation of cookies can be found at the website of the Office of the Australian Information Commissioner (www.oaic.gov.au)

Concerns, complaints and suggestions

ALPA strives to adhere to the APPs and protect the individual’s right of privacy. If you have any concerns, complaints, suggestions or questions as to how we may improve in this area, please contact our Privacy Officer at the address below.

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy. For further information please refer to our Privacy Policy Guidelines.

It is reasonable to expect a response to your complaint, concern or suggestion within five working days. Where a complaint requires investigation, we seek to provide the findings of the investigation and discuss with the complainant within ten working days. If you are still not satisfied, you can then complain about a privacy matter to the Office of the Australian Information Commissioner (OAIC). Refer to the complaint checker page on the OAIC website.

Further questions | assistance

Please refer to and contact our Privacy Officer, privacy@alpa.asn.au for any questions | assistance concerning this Policy. Please direct your query to:

Privacy Officer

ALPA
GPO Box 3825 Darwin NT 0801
Tel: 08-89446444


This Policy is to be read in conjunction with:

- ⦿ ALPA' Privacy Policy Guidelines
- ⦿ ALPA Internet, Email & Computer Use Policy
- ⦿ ALPA's Contract of Employment Confidentiality Clause

Dated: 08/09/2017

Signed By: Alastair King (CEO)

Signature:



Additional Resources:

Please refer to the following ALPA resources in support of this Policy:

Resource Title	Resource Location	Details
ALPA Privacy Policy Guidelines	ALPA intranet + G Drive	To be read in conjunction with this Policy – contains further details, definitions, etc
OAIC	www.oaic.gov.au	Office of the Australian Information Commissioner; Federal Government Privacy Commission
ACMA	www.acma.gov.au	Australian Communications & Media Authority; Federal Government Department responsible for overseeing anti-SPAM legislation

Document Record

As a minimum this Policy is formally reviewed on an annual basis.

Date	Version	Details
20.07.17	V1 - draft	Developed new Privacy Policy for ALPA (ahr)
08.09.17	V2 - final	Finalised Privacy Policy for ALPA (EB)

