



ORG002 Policy Privacy and Confidentiality

1. Purpose

This policy is to ensure that Health Information Management Association of Australia Limited (HIMAA) takes reasonable steps to protect as well as advise learners, members and clients that HIMAA collects their personal information to comply with legislation.

2. Scope

This policy applies to all staff members of HIMAA.

3. References

This policy has been developed within the guidelines for:

- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Act 1988 as amended
- Standards for Registered Training Organisations (RTOs) 2015
- RTO010 Policy Unique Student Identifier (USI)
- RTO010 SOP Unique Student Identifier (USI)
- ORG007 Form Confidentiality and non-Disclosure Agreement for Staff
- ORG001 Form HIMAA Copyright Licence for Publications, Presentations, Papers, Abstracts and Publicity
- ORG002 SOP Privacy and Confidentiality
- RTO002 Work Instruction AVETMISS Reporting
- RTO008 Policy Quality Assurance of RTO Operations
- RTO008 SOP Quality Assurance of RTO Operations
- RTO001 Policy Training and Assessment Strategies and Practices
- RTO001 SOP Training and Assessment Strategies and Practices
- RTO011 Policy Providing Accurate and Accessible Information and Advertising and Marketing
- RTO011 SOP Providing Accurate and Accessible Information and Advertising and Marketing
- RTO013 Policy Complaints and Appeals
- RTO013 SOP Complaints and Appeals
- RTO014 Policy Governance and Administration
- RTO014 SOP Governance and Administration
- RTO015 Policy Cooperating and Communicating with Regulation
- RTO015 SOP Cooperating and Communicating with Regulation
- RTO003 Work Instructions Recording AVETMISS Data
- ORG003 Form Privacy Complaint
- RTO024 Form Consent to Release Information

File Name: ORG002 Policy Privacy and Confidentiality		Version: 1.0	Release Date: 28/04/16
Date of Review: 28/04/17	Responsibility: Chief Executive Officer		Page 1 of 6



- RTO005 Form Complaints
- RTO010 Form Access to records Request
- RTO009 Policy Issuing, Maintaining and Acceptance of AQF Certification and Providing Access to Records
- RTO009 SOP Issuing, Maintaining and Acceptance of AQF Certification and Providing Access to Records
- RTO017 Form Change of Personal Details
- RTO018 Form Credential Request
- RTO019 Form Consent from a Learner for HIMAA to APPLY for a Unique Student Identifier (USI)
- RTO024 Form Consent to Release Information
- RTO012 Policy Learners Informed and Protected
- RTO012 SOP Learners Informed and Protected
- Google
- Free Dictionary by Farlex

4. Policy

4.1 Privacy

- 4.1.1 HIMAA advises all learners, members and clients the reason for collecting their personal information.
- 4.1.2 The purpose for collecting personal information is to provide services and information to governing bodies as requested and to enable HIMAA to comply with legislative requirements.
- 4.1.3 HIMAA uses personal information collected from learners for the following:
- Obtaining or verifying a Unique Student Identifier (USI) for a learner who enrolls into our courses
 - AVETMISS reporting
 - Quality Indicator reporting
 - Course enrolment
- 4.1.4 HIMAA uses personal information collected from Members for the following:
- Membership renewal
 - HIMAA Matters newsletter (where consent has been obtained from the Member)
 - Delivery of other membership service entitlement resulting from the payment of membership fees
- 4.1.5 HIMAA will comply with the Australian Privacy Principles (APP) where required when disclosing personal information and will advise information providers accordingly.
- 4.1.6 Except in special circumstances HIMAA will:
- Provide individual information providers access to their personal information
 - Correct or add notes to the information if it is incorrect, out of date or incomplete.
- 4.1.7 Individuals have the right to complain if they feel their information is not handled correctly, and to know how their complaint is managed.

File Name: ORG002 Policy Privacy and Confidentiality	Version: 1.0	Release Date: 28/04/16
Date of Review: 28/04/17	Responsibility: Chief Executive Officer	Page 2 of 6



4.2 Confidentiality

- 4.2.1 All HIMAA staff are required to sign the ORG007 Form Confidentiality and Non-Disclosure Agreement for Staff on commencement of employment with HIMAA.
- 4.2.2 HIMAA will take disciplinary action if any staff members are found disclosing confidential information.
- 4.2.3 HIMAA staff members need to be aware that disclosing confidential information can lead to dismissal and potential legal action.

4.3 Australian Privacy Principles

- 4.3.1 HIMAA ensures that it manages all personal information in a transparent and open way; personal information can include name, address, sex, date of birth, phone and email.
- 4.3.2 HIMAA ensures that it is open and transparent with the individual about the collection of personal information and its use e.g. membership information for sending newsletters journals to members, enrolment information used for data provision requirements for Australian Skills Quality Authority (ASQA) and reporting requirements, and Board Members' information used to provide relevant authorities with HIMAA's governance arrangements. Stakeholder information can be used in the distribution of information regarding conferences, newsletters and events. Consent for using this information is gathered from Consent forms as well as Membership Forms, Consent to Publicity, Acceptance for Presentation and Publication of Papers or Abstract, ORG 001 Form HIMAA Copyright Licence for Publication of Presentations, Papers, Abstracts and Publicity Consent and the HIMAA Membership Direct Debit Authority.
- 4.3.3 HIMAA protects and manages personal information by having data bases such as MYOB EventsAir and Business Applications with systems in place (password protected) to limit the amount of users (people with access) as well as lockable filing cabinets with limited access by only people who are responsible for maintaining the information. HIMAA ensures that all personal information is secured and cannot be accessed by unauthorised persons.
- 4.3.4 HIMAA ensures that all personal information is secured and cannot be accessed by unauthorised persons.
- 4.3.5 HIMAA ensures that, in situations where it can, Board Members, staff members, stakeholders, members and learners have the option of not identifying themselves (e.g. such as feedback). This does not apply with enrolments or membership in HIMAA's courses and/or organisation.
- 4.3.6 HIMAA ensures that all sensitive personal information that is collected has the consent of the individual. Sensitive information includes racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal records, generic information about the individual, health information, biometric information and biometric templates.

File Name: ORG002 Policy Privacy and Confidentiality		Version: 1.0	Release Date: 28/04/16
Date of Review: 28/04/17	Responsibility: Chief Executive Officer		Page 3 of 6



- 4.3.7 HIMAA ensures that any personal information received that HIMAA has not solicited and for which HIMAA does not have the individual's consent is destroyed.
- 4.3.8 HIMAA does not disclose personal information about an individual without the consent of the individual.
- 4.3.9 HIMAA ensures that it has written consent from the individual before disclosing personal information for marketing purposes. The individual needs to provide HIMAA with the information. The information must not come from a third party or other source. The individual would expect HIMAA to use the information for the particular purpose for which consent was given.
- 4.3.10 HIMAA uses information for direct marketing purposes but not without the consent of the individual. This can be used in journals, newsletters, event and promotional material.
- 4.3.11 HIMAA ensures when disclosing personal information overseas it has the written consent of the individual and has taken steps which are reasonable to ensure that the overseas country does not breach the Australian Privacy Principles (APP). Steps include sending HIMAA's Policy and Procedure Privacy and Confidentiality to the overseas country to ensure that they know and follow HIMAA's policy when dealing with personal information HIMAA has provided.
- 4.3.12 HIMAA does not disclose Government related identifiers unless permitted to do so.
- 4.3.13 HIMAA ensures that when collecting personal information it is accurate, up to date and complete. If an individual's information has changed they need to inform the appropriate staff member at HIMAA. This ensures the accuracy and currency of their information. (See RTO017 Form Change of Personal Details).
- 4.3.14 HIMAA Board Members, staff, stakeholders, members and learners can at any time access their personal information by request. Before providing this information HIMAA checks the identity of the individual.
- 4.3.15 HIMAA has processes in place for updating personal information. Individuals are to provide HIMAA with their correct and current details to ensure the individual has access to their information and that their information is correct.
- 4.3.16 HIMAA has complaint procedures in place for Board Members, staff, stakeholders, members and learners who feel that their information has been misused.

4.4 Release of Learners' Information

- 4.4.1 HIMAA will not release personal learner information without the consent of the learner.
- 4.4.2 HIMAA collects personal information of learners for reporting purposes to the National VET Regulator.
- 4.4.3 HIMAA may use personal learner information to verify qualifications with other Registered Training Organisations and vice versa.

4.5 Clean Desk

- 4.5.1 HIMAA staff are to keep all files in their possession which contain sensitive information secure at all times.
- 4.5.2 HIMAA staff use secure filing cabinets to ensure the security of sensitive information of clients and staff.

File Name: ORG002 Policy Privacy and Confidentiality		Version: 1.0	Release Date: 28/04/16
Date of Review: 28/04/17	Responsibility: Chief Executive Officer		Page 4 of 6



4.5.3 HIMAA staff follow the Privacy Act 1988 and the Privacy Amendment (enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles when dealing with sensitive information.

File Name: ORG002 Policy Privacy and Confidentiality	Version: 1.0	Release Date: 28/04/16
Date of Review: 28/04/17	Responsibility: Chief Executive Officer	Page 5 of 6



4.6 Records Management

- 4.6.1 This policy applies to all HIMAA records in any format created, received and maintained by HIMAA.
- 4.6.2 This policy relates to the following records:
- Employee Records
 - Financial
 - Personal
 - Medical
 - Membership Records
 - Database
 - Administration files
 - Learner Records
 - Database
 - Administration file
 - Mailing lists
 - records that contain personal information of staff, clients, learners and members
- 4.6.3 HIMAA acknowledges that records play a critical role within the HIMAA organisation, providing evidence of its actions, decisions and preserving its corporate memory.
- 4.6.4 HIMAA ensures that all records are stored securely in locked filing cabinets with limited access for hard copy documents or stored securely on computer or database with limited access and password protection.
- 4.6.5 HIMAA ensures that all records stay current and are updated when changes to details have been declared.

4.7 Document Storage and Disposal

- 4.7.1 HIMAA staff securely store and protect all confidential documents.
- 4.7.2 HIMAA staff store and protect all clients' personal and sensitive information securely insofar as this may be reasonably done.
- 4.7.3 HIMAA staff dispose of all clients' personal and sensitive information securely.
- 4.7.4 HIMAA staff dispose of all business confidential information and documentation electronic or paper-based securely.
- 4.7.5 All HIMAA documents that are confidential both electronic or paper-based have restricted access.
- 4.7.6 It is HIMAA's intent to ensure that confidential documents are appropriately handled and treated.

File Name: ORG002 Policy Privacy and Confidentiality	Version: 1.0	Release Date: 28/04/16
Date of Review: 28/04/17	Responsibility: Chief Executive Officer	Page 6 of 6