

## **Information Privacy**

Interchange Outer East needs to do what the law says when it comes to collecting, keeping, using and getting rid of people's personal information.

Interchange collects information about participants, volunteers and employees.

There are 11 parts of the law that Interchange follows about the privacy of people's information:

### **1. Collection**

Interchange only collects the information they need for activities and support. For staff this also includes bank details and emergency contact details.

### **2. Use**

Interchange only uses information for the reason it was collected.

### **3. Consent to Share Information**

Interchange needs the person's permission to give any information about them to anyone else.

- If the person is under 18 years, they need the person's parent or guardian to give permission.
- If the person cannot communicate their permission, or their understanding of what this means, a guardian or advocate can do this for the person.

Interchange will always talk to the person in a way that suits the person about why they need the information.

### **4. Quality**

Interchange needs to make sure information is correct and up to date.

### **5. Security**

Interchange does their best to protect personal information from being lost, or viewed by anyone who isn't allowed to view it. Interchange has lots of passwords and locked filing cabinets to make sure people's information is safe.

### **6. Openness**

Anyone can ask to read policies about how Interchange keeps their information private.

### **7. Access and Correction**

People are allowed to access their own information and correct anything they don't think is right.

You can ask interchange to be able to come in and view your information.

### **8. Identifiers**

Interchange uses people's names in information. People are only given a number when Interchange needs to send information to the Department of Health and Human Services.

## **9. Transferring information**

Interchange Outer East is happy to provide information to another service provider if requested (in writing) by a person or their family.

## **10. Sensitive information**

Interchange Outer East does collect sensitive information like political views, religion, sexual preferences.