



Human Resources

Privacy Information Protection

Our Privacy Obligations	Yass Valley Aged Care is required to manage the personal information of individuals in accordance with Privacy Laws. To satisfy this obligation we have implemented a number of processes and procedures including developing a Privacy Program and publishing a Privacy Policy on our public website.
The Purpose of This Policy	The purpose of this Policy is to highlight to all workers the various practices, procedures and systems that we have established, including those you must comply with, that work together to ensure that we create a culture where the protection of personal information and our legal obligations are taken seriously.
Dealing with Privacy Questions and Complaints	All privacy enquiries and complaints received by workers must be immediately referred to our Privacy Officer (CEO).
Dealing with Unsolicited Information	If you receive information that we did not request, and it is not reasonably necessary for one of our functions or activities then: • if it is received verbally, you must not record it • if it is received in a record, you must destroy it or de-identify it after first checking with our Privacy Officer (CEO).
Social Media Disclosure	You must not publish an individual's personal information (including a photograph) on Yass Valley Aged Care's website, social media sites, or on

	your own personal social media sites (where the information can be linked back to us) without the individual's direct consent.
Compliance with Direct Consents/Directives	Where Yass Valley Aged Care has sought express consents for the use of personal information (e.g. the inclusion of personal details on a contact list), or we have received clear directives not to disclose personal information (e.g. a court order) all workers must ensure that we abide by these directives.
Direct Marketing Opt Outs	Workers must ensure that whenever an individual indicates to Yass Valley Aged Care that they do not want to receive direct marketing material, that they are promptly removed from any further communications lists.
Maintaining the Quality of Personal Information	Workers must ensure that when Yass Valley Aged Care receives information indicating that an individual's personal details have changed, that we promptly update these details on any relevant databases. Where personal information is no longer required for the primary purpose for which it was collected, it should be referred to the Privacy Officer (CEO) to determine whether it should be destroyed, archived, or de-identified.
Security Access	Workers must not transfer, share or loan security access passes, keys or codes.
Password Protection	Workers must not disclose or share personal passwords with others.
Confidentiality of Information	Workers must ensure that confidentiality of information is maintained and only disclose personal information (particularly sensitive and health information) internally on a need to know basis (refer to our Confidentiality Policy).
Confidential Waste	Any confidential waste must be placed in the shredding bins or secure waste bins provided. It is critical that no reports, work documents, consumer materials, or any other materials of a confidential nature are placed in the general wastepaper bins.
Decommissioning Electronic Equipment	Workers must ensure that in the event that electronic equipment that contains personal information is decommissioned, that it is done so in accordance with our decommissioning electronic equipment procedures.

External Document Security	Resident files should not be taken off site except where necessary to complete work efficiently by Management personnel or with written permission from the CEO / delegate. If you take resident files off site, you must take care to ensure that files are held securely. For example, files should not be left in an unattended vehicle. Resident files and confidential office information should not be read on public transport (including aircraft) where it may be possible for another passenger to view the content of the documents.
Email and Internet Usage	Workers must only use email and internet in accordance with our Email and Internet Use Policy.
Behind the Scenes	Many of the key obligations of the Privacy Laws are addressed through: • developing and implementing our Privacy Program • appointing our Privacy Officer (CEO) • publishing our Privacy Policy • including privacy law requirements in our Compliance Program and Enterprise Risk Management Program • including Privacy Collection Notices whenever we collect personal information in forms • establishing a Complaints Handling Program • putting in place physical security (refer to our Security of Buildings and Grounds Policy) and ICT security measures