

GSL: a Good Start to Life is committed to the right to privacy and the protection of personal information in accordance with the privacy laws.

To provide an effective and high-quality service and to maintain appropriate accountability, we collect, store, and sometimes need to share relevant personal information about our clients, staff members and volunteers. It is important that we are consistent and meticulous in the way we manage this personal information.

We acknowledge that our clients, staff members, and volunteers have a legal right to privacy and that personal information is kept confidential. It is essential that we protect and uphold these rights, and that we act correctly in those circumstances where the right to privacy may need to be overridden by other considerations.

To support the privacy and confidentiality of our clients, staff members, and volunteers:

- We are committed to complying with the privacy requirements of the Privacy Act, the Australian Privacy Principles and for Privacy Amendment (Notifiable Data Breaches) as required by organisations providing disability services;
- we are fully committed to complying with the consent requirements of the NDIS Quality and Safeguarding Framework and relevant state or territory requirements;
- We provide all individuals with access to information about the privacy of their personal information;
- Each individual has the right to opt out of consenting to and providing their personal details if they wish;
- Individuals have the right to request access to their personal records by requesting this with their contact person;
- Where we are required to report to government funding bodies, information provided is non-identifiable and related to services and support hours provided, age, disability, language, and nationality;
- Personal information will only be used by us and will not be shared outside the organisation without your permission unless required by law (e.g., reporting assault, abuse, neglect, or where a court order is issued);
- Images or video footage of participants will not be used without their consent;
- Participants have the option of being involved in external NDIS audits if they wish.

To keep information secure:

- We take reasonable steps to protect the personal information we hold against misuse, interference, loss, unauthorised access, modification, and disclosure;
- Personal information is accessible to the participant and is able for use only by relevant workers;
- Security for personal information includes password protection for IT systems, locked filing cabinets and physical access restrictions with only authorised personnel permitted access;
- Personal information no longer required is securely destroyed or de-identified.

As part of information security responsibilities:

- We will take reasonable steps to reduce the likelihood of a data breach occurring including storing personal information securely and accessible only by relevant workers;
- if we know or suspect your personal information has been accessed by unauthorised parties, and we think this could cause you harm, we will take reasonable steps to reduce the chance

of harm and advise you of the breach, and if necessary, the Office of the Australian Information Commissioner.

A breach of privacy and confidentiality is an incident:

- follow the Manage incident internally process to resolve
- may require an investigation
- an intentional breach will result in disciplinary action up to and including termination of employment.