



Privacy Policy

1. Introduction

Irish Support Agency is committed to protecting and securing the privacy and confidentiality of service user's personal information, in compliance with the Privacy Bill 2001. The ISA adheres to the national privacy principles in relation to collecting, using, disclosing, securing and allowing access to personal information.

2. Collection and Sensitive Information

Only information that is relevant and necessary for Agency function and service provision may be collected by Agency staff.

This information may include but is not restricted to:

- Name, Date of Birth, Contact details
- Proof of Identification, Passport number, Drivers Licence number
- Next of Kin, family contacts
- Visa status
- Usual occupation and employment details
- Health status
- Rental / Accommodation details
- Funeral arrangements
- Finance statements: Payslips and bank statements*

*Financial information is only required where a service user is requesting financial assistance (food vouchers, accommodation payments, medical payments etc.) and is necessary as part of their financial assessment.

3. Use and Disclosure

The ISA will not use or disclose a service user's personal information other than for the primary purpose of providing quality of care.

Except in extenuating circumstances (see 5.0), verbal or written consent must also be obtained from service users before their situation is discussed with, or referred to, other specific services including, but not limited to:

- The ISA committee
- Centrelink
- Medicare
- The Irish Consulate or Embassy
- Other statutory organisations
- Non-statutory agencies or services
- Friends or family
- Private professionals e.g. lawyers, funeral directors, immigration agents, counsellors.

4. Disclosure without consent

In accordance with professional responsibilities and/or legislation, the ISA staff may need to disclose details to other persons or agencies without consent in the following circumstances:

- There is reasonable belief that there is a risk to a service user's health or safety or that of another person.
- There is a legal requirement to do so.*

When time allows, committee approval should be sought on whether information should be shared without service user consent (for example contacting FACS regarding a concern about a child's safety).

* ISA staff are mandatory reporters of suspected cases of child abuse and neglect to government authorities within NSW. For information on mandatory reporting please visit <https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect>.

5. Data Security

Information is to be stored securely on the ISA's CRM database and if appropriate the ISA's cloud-based Client folder. Email accounts and computers must be password protected. Access to the database must have a time-out system in place so that users will be locked out after 5 minutes of idle time. Agency mobile phones and laptops require secure passwords / passcodes. Personal email accounts should not be used for correspondence relating to service users.

Hard copies of documents (including personal information forms and copies of rental agreements and bank statements) should be stored in the locked client drawer in the filing cabinet located in the ISA office. ISA office should never be left open when unattended.

6. Access and Correction

Under privacy requirements service users have a right to access the personal information that the Agency holds about them. When a request is made, the Agency will take all reasonable steps to correct any information that service users find inaccurate. Should the Agency deny access and/or refuse to correct personal information, reasons must be provided based on the grounds provided by the Privacy Act.

All requests for access to personal information should be made in writing to the Executive Officer and approved by the Committee. Proof of identification must be provided.