

BASP Privacy Policy

Purpose

BASP's respect for the individual and for confidentiality underpin our approaches to a privacy policy and its consequential information management practices.

This Privacy Policy sets out how BASP manages personal information provided to or collected by the organisation and its officers.

Scope

This policy applies to all BASP activities to reflect its values and to comply with legislative requirements, BASP is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act (2014). In relation to health records, BASP is also bound by the relevant Victorian state Government legislation. It may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to operations and practices and to make sure it remains appropriate to the changing environment.

Definitions:

Personal Information means information or an opinion about an identified individual or an individual who is reasonably identifiable whether the information is true or not, and whether the information is recorded in a material form or not. It includes all personal information regardless of its source.

Sensitive information means information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, philosophical beliefs, sexual orientation or practices or criminal record, that is also personal information.

Health Information means any information or opinion about the health or disability of an individual, the individual's expressed wishes about the future provision of health services, and a health service provided, currently or in the future to an individual that is also personal information.

A '**record**' includes a 'document' or an 'electronic or other device'. A 'document' is anything on which there is writing, anything from which sounds, images or writings can be reproduced, drawings or photographs.

Responsibilities:

It is the responsibility of BASP to ensure that the Privacy Rights of all individuals associated with its organisation are upheld.

What kind of personal information does BASP collect and how is it collected?

BASP will generally collect personal information about an individual by way of forms, emails, telephone calls and notes made about people seeking asylum and requesting advice or assistance.

In some circumstances BASP may be provided with personal information about an individual from a third party, for example a referral from another agency.

For people seeking asylum, BASP obtains and records personal information to identify the individual/family, their circumstances, other services involved, and any action taken.

Volunteers' information is also collected to enable allocation and actions of volunteers in supporting BASP's activities and to satisfy its legal obligations, for example, in relation to child protection legislation.

How will BASP use the personal information you provide?

For people seeking asylum it is to assist them in ways that have been discussed and agreed and to record these actions.

For volunteers, it will be to ensure suitable allocation of tasks and compliance with legislation.

For job applicants, staff members and contractors, information is collected to comply with employment, insurance, and legal obligations, for example, in relation to child protection legislation.

Who might BASP disclose personal information to and store your information with?

- Other organisations, involved in supporting asylum seeker families and individuals.
- Volunteers being matched to support an individual or family.
- Government departments.
- Deidentified information may be used for eg statistical or research where the purpose of these are in line with BASP's values and mission.

How does BASP treat sensitive information?

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless:

- the person agrees otherwise,
- the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

BASP is required to respect the confidentiality of all members of its community, personal information and the privacy of individuals.

BASP has in place steps to protect the personal information held from misuse, interference and loss, unauthorised access, modification, or disclosure by use of various methods including secure storage of paper records and password access rights to computerised records.

Surveillance

Computers: BASP computer systems and networks are monitored to ensure integrity of the system. Personal information may be collected in this process and will be treated in accordance with the other components of this Privacy Procedure.

Access and correction of personal information

Under the Commonwealth Privacy Act [and the Health Records Act], an individual has the right to obtain access to any personal information which BASP holds about them and to advise BASP of any perceived inaccuracy.

Enquiries and complaints

If an individual would like further information about the way BASP manages the personal information it holds or believes that BASP has breached the Australian Privacy Principles, first contact is with one of the BASP Coordinators. BASP will investigate any complaint and will notify the person of a decision in relation to their complaint as soon as is practicable after it has been made.

If the concern is regarding a coordinator, it is recommended that this be taken up with the other coordinator in the first instance, if possible. If not and if this, or any relevant issue is not resolved to the satisfaction of the complainant, the matter can be escalated to the Chair of the BASP Board, Julie Francis via email, chair@basp.org.au

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