

# Confidentiality Policy and Procedures

Policy number	GENPO09	Version	2.1
Drafted by	Sally Wynd	Approved by M/C on	28/3/2018
Responsible person	Service Manager	Scheduled review date	28/3/2019

## **Responsibilities**

- 1.1 The Service Manager of Eagles RAPS Inc. is responsible for the implementation of this policy.
- 1.2 The Service Manager of Eagles RAPS Inc. is responsible for reviewing this policy as and when the need arises.
- 1.3 All staff are responsible for adhering to the policy.

## **Introduction**

Information management systems rely on any necessary restrictions on the free circulation of information being respected by those into whose hands the information is entrusted.

## **Purpose**

The purpose of this document is to provide a framework for Eagles RAPS Inc. staff and volunteers in dealing with confidentiality considerations.

## **Policy**

Eagles RAPS Inc. collects and administers a range of information for a variety of purposes. Some of this information is restricted in its circulation for commercial, privacy, or ethical reasons.

Eagles RAPS Inc. will place the minimum of restrictions on the information it holds, but will ensure that such restrictions as are considered necessary are observed by its staff and volunteers.

SIGNED: Marten Wynd, President/Public Officer   
DATE: 27 March 2018

## Procedure

Document Number: GENPR09	Version 2.1
Date of Issue 21/3/18	Contact: Service Manager 0400 844493

### **1. Responsibilities**

- 1.1 The Service Manager of Eagles RAPS Inc. is responsible for the implementation of this policy.
- 1.2 The Service Manager of Eagles RAPS Inc. is responsible for reviewing this policy as and when the need arises.
- 1.3 All employees and volunteers are responsible for observing confidentiality procedures in their workplace.

### **2 Processes**

- 2.1 The records management processes of the organisation shall incorporate procedures for designating information confidential.

### **3. Restriction**

- 3.1 Eagles RAPS Inc. will place restrictions on the information it holds when the information:
  - Is commercial in confidence;
  - Concerns the privacy of its staff, volunteers, clients and students;
  - Requires protection to safeguard the intellectual property of the organization.
- 3.2 Staff dealing with restricted material will be instructed in the recognition of material falling under these categories.

### **4. Identification**

- 4.1 Any information on which restrictions have been placed shall be as far as possible clearly identified on the document or file and will be password protected on a need to know basis. Where categories of information, rather than individual documents, are restricted this restriction will be conveyed to staff and volunteers dealing with this information.
- 4.2 Staff and volunteers should be aware that all matters concerning a client or student are considered sensitive and there is no provision for information concerning a client or student to be shared or relayed without explicit permission given by the client/student involved and/or their parent or guardian.
- 4.3 Where mandatory reporting is in question refer to Mandatory Reporting Policy which overrides this policy.

### **5. Training**

- 5.1 All staff will be instructed in the requirements of this policy.

6. **Related Documents**

- Records Management Policy
- Student Misconduct Policy

**AUTHORISATION**

SIGNED: Marten Wynd, President/Public Officer  
DATE: 27 March 2018



**Revision History**

Revision	Date	Description of Modifications
1	13/7/22	Review. No changes
2		
3		
4		
5		
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