

Information Privacy Principles

1. Collection

Generally only collect information directly relevant and necessary to the case. Let the student know why you are collecting it and what the information will be used for. Let the student know the organisations privacy policy.

2. Use & Disclosure

Means that you only use the information for the purpose for which it was collected.

3. Data Quality

Keep up – to – date information on the student.

4. Data Security

Protect the personal information you hold from misuse/loss/unauthorised access. All files no longer active should be de-identified.

5. Openess

Have clear and accessible policies on your management of personal information.

6. Access & Correction

Students need to be able to have access to their personal information on request. If the student establishes that the information is not accurate, you must correct the information so that it is accurate. This does not mean blacking out info, or destroying it, but outlining the new/correct information.

7. Identification

Generally you should use a file code that can identify the file, such as a student ID number or Medicare number.

8. Anonymity

You can't force someone to identify themselves to you, so generally you should give people the opportunity or alert them to their right not to be identified.

9. Transborder data flows

You would need authorisation to transfer information to outside organization, or overseas organisations. You would also have to be sure that they have information handling practices similar to these principles.

10. Sensitive information

Generally this goes along with the principles about what information you are recording and for what purpose. Generally you wouldn't record sensitive information unless it is directly related to your case. So you might record that the student expressed feelings of suicide, if you thought it would be useful for any person who follows your work to know this in future work with the student, as it may be directly related to the safety of that person.

Adapted from Guidelines to the National Privacy Principles, Office of the Federal Privacy Commissioner 2001 incorporated in CCWT training with Grace Leotta.

Complying with the Privacy Act

To comply with the Privacy Act you need to have the following:

- A publicly available privacy policy including a clear statement of what you're going to do with the information you collect, record & maintain.
- A process for handling requests for information.
- A process for storage and removal of information.
- Knowledgeable well trained staff.
- Someone in the organisation who is responsible for compliance.