



ABN: 39 098 557 797

Mid Richmond Neighbourhood Centre

5/6 Oak Street Evans Head NSW 2473

P.O Box 163 Evans Head NSW 2473

(02) 6682 4334

www.mrnc.com.au

MRNC Client Privacy and Confidentiality Policy

Policy Statement

Mid Richmond Neighbourhood Centre Inc is committed to protecting and maintaining the privacy, accuracy and security of clients, staff, volunteers and other workplace participants' personal information. Furthermore, Mid Richmond Neighbourhood Centre Inc is committed to ensuring that all MRNC Management Committee members and others involved in the management of the organisation comply with their obligations (where applicable) under the Privacy Act 1988, the Privacy Amendment (Enhanced Privacy Principals) Act 2012 and the Australian Privacy Principles (APPs).

Principles

The Australian Privacy Principles inform this Policy:

1. Open and transparent management of personal information
2. Anonymity and pseudonymity
3. Collection of solicited personal information
4. Dealing with unsolicited personal information
5. Notification of the collection of personal information
6. Use or disclosure of personal information
7. Direct marketing
8. Cross-border disclosure of personal information
9. Adoption, use or disclosure of government related identifiers
10. Quality of personal information
11. Security of personal information
12. Access to personal information
13. Correction to personal information

Responsibility

MRNC Management Committee, General Manager, all staff and volunteers

Delegation

For the purposes of this Policy the MRNC General Manager assumes the role of **MRNC Privacy Officer**.

The Mid Richmond Neighbourhood Centre Inc. Would like to acknowledge the Bandjalang people of the Bundjalung Nation, as the Traditional Custodians of the land on which we live and work.

The Policy outlines procedures relating to:

- Information held about Clients
- Collection of and types of information held about clients
- Reasons why information is held about clients
- Storage of client information
- Access and corrections to personal information
- Client Consent
- Disclosing information about clients without their consent
- Length of time records are held about clients
- Complaints

For further information

regarding the MRNC Privacy and Confidentiality Policy contact:

General Manager and Privacy Officer | MRNC Inc

P.O Box 163, EVANS HEAD NSW 2473

Phone: (02) 6682 4334 | Fax: (02) 6682 4100

For further information about your privacy rights contact:

Office of the Australian Information Commissioner | Phone: 1300 363 992

www.oaic.gov.au/privacy-law/rights-and-responsibilities

Assisted contact

If you are deaf, or have a hearing or speech impairment, contact the Office of the Australian Information Commissioner through the National Relay Service:

- Teletypewriter (TTY) users phone 133 677 then ask for 1300 363 992.
- Speak and Listen users phone 1300 555 727 then ask for 1300 363 992.
- Internet relay users connect to the National Relay Service then ask for 1300 363 992.

If you do not speak English, or English is your second language, and you need assistance to communicate with Office of the Australian Information Commissioner, call the Translating and Interpreting Service on 131 450 then ask for 1300 363 992.

Note: These calls can be made for a local call cost from fixed residential landlines anywhere in Australia, but calls from mobile and pay phones may incur higher charges.