Professional Care Supports (NSW) Pty Ltd

Privacy & Confidentiality Policy & Procedure

Professional Care Supports (NSW) Pty Ltd
ABN 16 649 239 181
NDIS Provider No. 4050117250

Document Control

Version: 4.0
Approved by: Director
Effective Date: 2026
Review Date: Annually
Next Review: 12 months or following any breach

Purpose

To ensure the protection of personal and sensitive information in compliance with the Privacy Act 1988, Australian Privacy Principles (APPs), NDIS Practice Standards, and organisational requirements.

Scope

Applies to all staff, contractors, volunteers, and any person handling personal or sensitive information.

Policy Statement

The organisation is committed to protecting privacy, maintaining confidentiality, and ensuring information is handled securely and lawfully.

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Definitions

Personal Information: Identifiable information about an individual.
Sensitive Information: Health, disability, or personal data requiring higher protection.
Data Breach: Unauthorised access, disclosure, or loss of personal information.

Responsibilities

Management:
- Ensure compliance with APPs
- Implement systems and controls
- Manage breaches

Staff:
- Maintain confidentiality
- Follow procedures
- Report breaches immediately

Australian Privacy Principles (APPs)

APP 1: Open and transparent management
APP 2: Anonymity and pseudonymity
APP 3: Collection of solicited information
APP 6: Use or disclosure
APP 11: Security of personal information
APP 12: Access to personal information
APP 13: Correction of personal information

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Procedures

1. Collection:
- Collect only necessary information
- Obtain informed consent

2. Use:
- Use information only for intended purpose

3. Storage:
- Secure storage (locked and password-protected)

4. Disclosure:
- Only with consent or legal obligation

5. Access & Correction:
- Provide access within 30 days

6. Data Breach Response:
- Identify and contain breach
- Assess risk
- Notify affected individuals and OAIC if required
- Record in breach register

Data Retention & Destruction

- Retain records as required by legislation
- Securely destroy when no longer needed
- Maintain destruction records

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ICT & Cybersecurity Controls

- Password protection and secure systems
- Restricted access levels
- Regular backups
- Anti-virus and system updates

Third-Party Information Sharing

- Use agreements with third parties
- Ensure compliance with privacy laws
- Obtain consent before sharing

Monitoring & Audit

- Conduct regular privacy audits
- Review breaches and trends
- Implement improvements

Timeframes

- Immediate reporting of breaches
- Access requests within 30 days
- Annual policy review

Forms & Registers

- Consent Form
- Privacy Breach Register
- Access Request Form

Compliance

Aligned with Privacy Act 1988, Australian Privacy Principles, NDIS Practice Standards, and OAIC requirements.