



Issued by:	Executive Manager
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Introduction

Nexus Care Inc. is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act. This Privacy Policy sets out how the College manages personal information provided to or collected by it.

Nexus Care may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Nexus Care operations and practices and to make sure it remains appropriate to the changing Community Services sector environment.

Purpose

The Privacy Policy of Nexus Care describes how Nexus Care uses and manages personal information provided to or collected by it.

Scope

The Policy applies to Management Committee and association members, employers, employees, volunteers, contractors, clients, and any other person visiting Nexus Care; and describes the type of information Nexus Care collects, how the information is handled, how and to whom the information is disclosed, and how the information may be accessed.

Exemption

Under the Privacy Act, the Australian Privacy Principles do not apply to an employee record held by the employing entity. As a result, this Privacy Policy does not apply to Nexus Care's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between the Nexus Care and employee.

Responsibility

The Executive Manager

Point of contact

Nexus Care's Office

Relevant Legislation and References

- Privacy Act 1988 (Cth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Children, Young People, & Vulnerable Persons Policies and Procedural Elements Document

Collection of Information

The type of information Nexus Care collects and holds includes (but is not limited to) personal information, including health and other sensitive information, regarding:

- clients before, during and after the course of their engagement with Nexus Care (programs and services);
- job applicants, staff members, volunteers and contractors; and
- any other people who come into contact with Nexus Care (i.e. donors)



Personal information means information or an opinion about an identified or reasonably identifiable individual, whether or not the information or opinion is true or not, or in recorded form or not.

You may wish for personal information and sensitive information to be kept anonymously or under a pseudonym. Where it is practicable or lawful for us to, we will do so. It is normally not practicable to do so. However, if you would like to discuss information being made anonymous or under a pseudonym, please contact the Executive Manager at Nexus Care's office in writing (an exception to this step is for DSS funded programs where all participants have the option of being identified to DSS under a pseudonym).

Types of Information Collected

Nexus Care will generally collect personal information held about an individual by way of forms filled out by clients, face-to-face meetings and interviews, emails and telephone calls.

In some circumstances, Nexus Care may be provided with personal information about an individual from a third party (approved by the individual), for example a referral or report from another agency.

Nexus Care will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected by you, or to which you have consented.

1. Clients

In relation to personal information of clients, Nexus Care's primary purpose of collection is to enable Nexus Care to provide the client with community programs and services that are aligned with its constitutional objects. This includes satisfying the needs of Client, and the needs of Nexus Care throughout the whole period the client participates in Nexus Care programs.

The purposes for which Nexus Care uses personal information of Clients include:

- to keep all approved party's informed about matters related to the clients participation in Nexus Care Programs including, through correspondence, newsletters and magazines, websites, intranet sites and Nexus Care Networking and Social Media sites;
- day-to-day administration of Nexus Care;
- looking after clients, physical, social, psychological, and medical wellbeing;
- seeking donations and marketing for Nexus Care, and
- to satisfy Nexus Care's legal obligations and allow Nexus Care to discharge its duty of care.

In some cases where Nexus Care requests personal information about a client, if the information requested is not provided, Nexus Care may not be able to enrol or continue the enrolment of the client in Nexus Care programs or permit the client to take part in a particular activity.

As part of the services provided by Nexus Care, we may (if a client lives in a defined postcode catchment) need to collect some information about a person to assist the Australian Government Department of Social Services to conduct performance reporting and research relating to the services that they receive from us. To assist in this process Nexus Care will enter personal information into the DSS Data Exchange web-based portal which is administered by the Department of Social Services. The Department of Social Services will not use a persons information in an identifiable form when conducting its research and evaluation, except where a person have agreed or it is required by law.

More information on the way that the Department of Social Services will manage a persons information, including information about accessing and correcting personal information held on the DSS Data Exchange and making privacy complaints can be found at the DSS website; <https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries>

2. Job applicants, staff members and contractors

In relation to personal information of job applicants, staff members and contractors, Nexus Care's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which Nexus Care uses personal information of job applicants, staff members and contractors include:

- to undertake referee checks and to confirm information provided in job applications;
- in administering the individual's employment or contract, as the case may be;



- for insurance purposes;
- seeking donations and marketing for the College; and
- to satisfy Nexus Care's legal obligations, for example, in relation to child protection legislation.

3. **Volunteers**

Nexus Care also obtains personal information about volunteers who assist Nexus Care in its functions or conduct associated activities.

4. **Marketing and fundraising**

Nexus Care treats marketing and seeking donations for the future growth and development of Nexus Care as an important part of ensuring that Nexus Care continues to provide a quality environment, programs and services in which both clients, volunteers, and staff thrive. Personal information held by Nexus Care may be disclosed to organisations that assist in Nexus Care's fundraising, for example, the Nexus Foundation, or Nexus Church [or, on occasions, external fundraising organisations].

Clients, staff, contractors, donors and other members of the wider Nexus Care community may from time to time receive fundraising and marketing information, like newsletters and facebook, instagram, and website publications, which include personal information, and may be used for marketing purposes.

5. **Photography, Video & Audio Recordings**

Nexus Care, clients, volunteers and staff acknowledge that photographs in particular play an important role in the life Nexus Care, including for the preservation of Nexus Care history. Photographs and video/audio recordings of clients, staff, and volunteers may be taken during normal Nexus Care activities. Clients, staff members and volunteers give consent by signing a photo/media release statement/form. Consent given to Nexus Care allows for the use and/or disclosure of photographs, video/audio by Nexus Care including for the purpose of keeping all parties within Nexus Care informed about matters relating to the individual or Nexus Care and for the purpose of promotions, marketing and fundraising. Individuals are free to discuss with the Executive Manager the use of their image in such material.

6. **Security Surveillance Footage**

The collection of surveillance footage by way of video surveillance is carried out to the extent that is reasonably necessary to enable Nexus Care to discharge its duty of care to its clients, volunteers, and employees, and to protect the Campus property. Refer to [Campus CCTV \(Surveillance Camera\) Policy](#) Should we state that we adhere to QLD legislation

Disclosure of Personal Information

Nexus Care may disclose personal information, including sensitive information, held about an individual to:

- government departments (Department of Social Services) where required by contracts with such departments and consent is given by the individual (i.e. program intake form).
- people providing community and support services to Nexus Care, including educational classes (e.g. cooking, budgeting etc.) where consent is given by the individual (i.e. program intake form).
- people providing administrative and financial services to Nexus Care.
- anyone the individual authorises Nexus Care to disclose information to.
- anyone to whom we are required to disclose the information to by law.

Sending information overseas

Nexus Care may disclose personal information about an individual to overseas recipients, for instance, when storing personal information with 'cloud' service providers which are situated outside Australia.

However, Nexus Care will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

Nexus Care may use online or 'cloud' service providers to store personal information and to provide services to Nexus Care that involve the use of personal information, such as services relating to email, instant messaging and CRM systems. This personal



information may be stored in the 'cloud' which means that it may reside on a cloud service provider's servers which may be situated outside Australia.

An example of such a cloud service provider is Google. Google provides the 'Google Apps' including Gmail, and stores and processes limited personal information for this purpose. Nexus Care personnel, Campus IT and the AIS and its service providers may have the ability to access, monitor, use or disclose emails, communications (e.g. instant messaging), documents and associated administrative data for the purposes of administering 'GA' and ensuring its proper use.

Sensitive Information

In referring to 'sensitive information', Nexus Care means: information relating to a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, 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 and biometric information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and Security of Personal Information

Nexus Care's staff are required to respect the confidentiality of clients personal information and the privacy of individuals. Nexus Care has steps in place to protect personal information Nexus Care holds from misuse, interference and loss, unauthorised access, modification or disclosure by use of various methods.

Access and Correction of Personal Information

Nexus Care endeavours to ensure that the personal information it holds is accurate, complete and up-to-date.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which Nexus Care holds about them and to advise Nexus Care of any perceived inaccuracy. There are some exceptions to these rights set out in the applicable legislation.

Clients and volunteers may make a request to access or update any personal information Nexus Care holds about themselves by contacting Nexus Care's Executive Manager in writing. Nexus Care may require verification of identity and specification of what information is required. Nexus Care may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, Nexus Care will advise the likely cost in advance. If access to that information cannot be provided, Nexus Care will provide a written notice explaining the reasons for refusal.

Enquiries and Complaints

If you would like further information about the way Nexus Care manages the personal information it holds, or wish to complain that you believe that Nexus Care has breached the Australian Privacy Principles, please contact the Executive Manager in writing. Nexus Care will investigate any complaint and will notify you of the making of a decision in relation to your complaint within 30 days of receiving the complaint.

Should you be dissatisfied with Nexus Care's response, or not receive a response by the end of the 30 day period, you may make a complaint to the Office of the Australian Information Commissioner.

Conduct that breaches this Policy

Conduct that breaches this policy is unacceptable and, depending on the severity and circumstances, may lead to disciplinary action regardless of the seniority of the particular employee(s) involved.

Nexus Care shall take appropriate disciplinary action against any employee or volunteer who breaches this policy.



Related Documents

- Campus CCTV (Surveillance Camera) Policy
- Children, Young People, & Vulnerable Persons Policies and Procedural Elements Documents