

Privacy & Confidentiality Policy



Effective: [15/01/2025]

1. Introduction

This Privacy and Confidentiality Policy ("Policy") outlines the principles and procedures that INCLUSIVE TRAILS follows to protect the confidentiality of client's personal information in compliance with the *Privacy Act 1988*, *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and the *NDIS Code of Conduct*. This Policy applies to all employees, contractors, volunteers, and third parties who may have access to personal information in the course of their duties.

2. Definitions

Personal Information: Any information or opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether it is recorded in a material form or not, as defined by the Privacy Act 1988.

Confidential Information: Personal information and any other sensitive or proprietary information that is not publicly available.

Non-Disclosure: The act of refraining from disclosing or sharing confidential information with unauthorised individuals or entities.

3. Confidentiality Obligations

- All employees, contractors, volunteers, and third parties must maintain the confidentiality of personal information obtained in the course of their duties.
- Personal information must only be used for the purpose for which it was collected, or for a directly related purpose, unless the individual has consented to its use for another purpose, or it is required by law.
- Access to personal information should be limited to authorised individuals who require such access to perform their duties.
- Personal information must be stored securely to prevent unauthorised access, use, or disclosure.

4. Non-Disclosure Obligations

- All employees, contractors, volunteers, and third parties must adhere to non-disclosure obligations regarding confidential information.
- Confidential information must not be disclosed or shared with unauthorised individuals or entities, both during and after employment or engagement with INCLUSIVE TRAILS.
- Non-disclosure obligations apply to verbal, written, electronic, and any other form of communication containing confidential information.

Disclosure of personal information may be permitted in certain circumstances, including but not limited to:

- Where necessary to prevent a serious threat to the life, health, or safety of an individual.
- Where required or authorised by law, such as in response to a court order or subpoena.
- Where disclosure is necessary for the performance of a lawful function or activity.

5. Security

INCLUSIVE TRAILS will take reasonable steps to protect personal information from misuse, interference, loss and theft in accordance with requirements of the Privacy Act 1988.

Security measures will include:

- Storing in a locked carrycase if personal information is in a work vehicle and the support worker/consultant/guide is not in the vehicle.
- Storing in a locked filing cabinet or carrycase if kept in a home office.
- Password, face identification or fingerprint protected access to any files stored online or on a device.
- Securely destroying personal information and documents INCLUSIVE TRAILS no longer needs unless required by law to retain it.
- Limiting access to records to only those persons who need it for their role.
- Ensuring that digital deletion methods are complete and unrecoverable.

6. Training and Education

INCLUSIVE TRAILS will provide training and education to all staff, participants, and/or their nominees to ensure they are aware of their responsibilities and the correct procedures to follow.

7. Breach of Policy

Any breach of this Policy, including unauthorised disclosure of confidential information, may result in disciplinary action, termination of employment or engagement, and legal consequences.

Individuals who become aware of any actual or suspected breaches of this Policy must report them immediately to their supervisor or the designated privacy officer.

8. Compliance and Review

INCLUSIVE TRAILS is committed to complying with the *Privacy Act 1988*, *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and the *NDIS Code of Conduct*. This Policy will be reviewed annually to ensure ongoing compliance.

9. Contact Information

For inquiries about this Policy or concerns regarding the handling of personal information, individuals may contact INCLUSIVE TRAILS on connect@inclusivetrails.com.au, phone: 0405 721 887 or via post to:

INCLUSIVE TRAILS
54 TENTH AVE
JOSLIN, SA, 5070

Policy Review Period: **12 months**

Review Date: **15/01/2026**