

Other Policies and Procedures

Privacy Policy

Policy

This Privacy policy outlines how Dunlea Centre manages personal information provided to or collected by it.

Dunlea Centre is bound by the Australian Privacy Principles (APP) contained in the Commonwealth Privacy Act 1988. In relation to health records, Dunlea Centre is also bound by the Health Privacy Principles which are contained in the Health Records and Information Privacy Act 2002 (NSW) (Health RecordsAct).

Dunlea Centre may, from time to time, review and update this Privacy policy to take account of new laws and technology, changes to Dunlea Centre's operations and practices and to make sure it remains appropriate to the changing environment at Dunlea Centre.

Under the Privacy Act and the Health Records Act, the Australian Privacy Principles and Health Privacy Principles do not apply to an employee record. As a result, this Privacy policy does not apply to Dunlea Centre's treatment of an employee record where the treatment is directly related to a current or former employment relationship between Dunlea Centre and employee.

Who does Dunlea Centre collect personal information from?

Dunlea Centre collects personal information from students and parents/carers (past, current and prospective), staff, volunteers, contractors, Board Directors, visitors, job applicants and others who come into contact with the agency.



What kind of personal information does Dunlea Centre Collect?

The kinds of personal information collected by Dunlea Centre largely depends on the purpose of collection and who it is being collected from, however in general terms the agency may collect:

- Personal Information including names, addresses and other contact details, dates of birth, TFN's, next of kin details, financial information, audio visual images and attendance records. Other information may include religious beliefs, nationality, court orders, criminal records, qualifications, educational reports and other relevant information
- Health Information including medical records, immunisation details, disability information, health care plans, counselling and therapy reports, medical reports and other relevant information

How does Dunlea Centre collect personal information?

How personal information is collected largely depends upon whose information is being collected. If it is reasonable and practical to do so, collection of personal information is done directly from the person involved.

Information may also be collected from other people (e.g. a reference) or independent sources. Where information is collected from schools or other agencies regarding a young person, parents/carers will complete an authorisation to collect that information.

It is possible that Dunlea Centre may be provided with personal information without having sought it through normal collection methods. This is referred to as 'unsolicited information'. Where this type of information is collected, Dunlea Centre will only use and/or disclose it if it could otherwise do so had it been collected through normal channels. Where it could not have been collected that way, Dunlea Centre will destroy, permanently delete or de-identify it.



How will Dunlea Centre use the Personal Information Provided?

Dunlea Centre will use personal information it collects for the primary purpose of collection and for such other secondary purposes that are related to the primary purpose of collection and would be reasonably expected, or to which a person has consented.

Dunlea Centre's primary uses of personal information include, but are not limited to:

- Looking after a young person's educational, social, spiritual and medical well being
- To keep parents/carers informed about matters related to their child's schooling and welfare, through correspondence, newsletters, reports, advertising material and website
- To satisfy Dunlea Centre's legal obligations including duty of care and child protection obligations
- To keep relevant authorities informed about matters related to schooling and welfare, through reports, correspondence, newsletters, advertising material and website
- To report to the Department of Communities and Justice, NSW Ombudsman's Office, NSW Commission for Children and Young People, Office of the Children's Guardian and the Catholic Commission for Employment Relations
- Day-to-day administration
- Marketing, promotional and fundraising activities for Dunlea Centre
- Risk Management
- Developing ILP's and Treatment Plans
- Employment of staff or engagement of volunteers/contractors
- Failure of young people and or parents/carers to provide personal information

In some cases, where Dunlea Centre requests personal information about a young person or parent/carer; if the information requested is not provided, Dunlea Centre may not be able to enrol or continue to enrol or work with a young person and/or their family or permit a young person to take part in a particular activity.



Unsuccessful Job Applicants

The personal details of unsuccessful job applicants will be shredded 6 months after the closing date for the position, unless the applicant otherwise directs Dunlea Centre. This policy allows Dunlea Centre to contact unsuccessful applicants should similar vacancies arise in this period.

Volunteers

Dunlea Centre also obtains personal information about volunteers who assist the agency in its functions or conduct associated activities, such as the “Boystown Old Boys”, to enable Dunlea Centre and the volunteers to work together.

Marketing and Fundraising

Dunlea Centre treats marketing and seeking donations for the future growth and development of the agency as an important part of ensuring that Dunlea Centre continues to provide a quality learning environment and be a quality service provider within the Catholic Welfare and Education Sector in which both young people and staff thrive. Personal information held by Dunlea Centre may be disclosed to organisations that assist in Dunlea Centre Fundraising and marketing, e.g. the “Boystown Old Boys” and on occasions, external fundraising organisations. Any such information will be de-identified, or used with consent.

Parents/carers, staff, contractors and other members of the wider Dunlea Centre community may from time to time receive fundraising information. Dunlea Centre publications, such as the Dunlea Centre website, newsletters, brochures and magazines, which include personal information, may be used for marketing purposes. Special consent from parents/carers will only be sought for the use of identifying photos in any media.



Who might Dunlea Centre Disclose Personal Information to and Store Information with?

Dunlea Centre may disclose personal information, including sensitive information held about an individual for educational, administrative and support purposes. This may include to:

- Other schools or services and teachers and staff at those schools/services
- The Department of Communities and Justice (DCJ)
- The NSW Commission for Children and Young People
- The Office of the Children's Guardian (OCG)
- The NSW Ombudsman's Office
- The Catholic Commission for Employment Relations
- Catholic Schools NSW
- Australian Independent Schools NSW
- The Professional Standards Office of the Catholic Church
- Trustees of the Dunlea Centre Engadine NSW, being the Salesian Society Inc.
- Government departments (including for policy and funding purposes)
- Medical practitioners
- People providing educational, support and health services to Dunlea Centre, including specialist visiting teachers, coaches, volunteers and counsellors
- Providers of specialist advisory services and assistance to Dunlea Centre, including in the area of Human Resources, child protection and young people with additional needs
- Providers of learning and assessment tools
- Assessment and educational authorities, including the Australian Curriculum, Assessment and Reporting Authority (ACARA) and NAPLAN Test Administration Authorities (who will disclose it to the entity that manages the online platform for NAPLAN)
- People providing administrative and financial services to Dunlea Centre
- Recipients of Dunlea Centre publications, such as newsletters and magazines
- Parents/carers or guardians



- Anyone who the individual authorises Dunlea Centre to disclose information to
- Anyone to whom Dunlea Centre is required or authorised to disclose the information to by law, including child protection laws

Sending and Storing Information Overseas

Dunlea Centre may disclose personal information about an individual to overseas recipients. However, Dunlea Centre 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

Dunlea Centre may use online or 'cloud' service providers to store personal information and to provide services to Dunlea Centre that involve the use of personal information, such as services relating to education and assessment applications. Some limited personal information may also be provided to these service providers to enable them to authenticate users that access their services. 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

How does Dunlea Centre Treat Sensitive Information?

In referring to 'sensitive information', Dunlea Centre means: information relating to a person's racial or ethnic origin, political opinions, religion, 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 agreed otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and Security of Personal Information

Dunlea Centre's staff are required to respect the confidentiality of personal information of the young people, parents/carers, families and other individuals with whom Dunlea Centre has dealings and the privacy of individuals.

Information about young people and their families 'can only be shared on a needs to know basis within the agency or to carers'.

Dunlea Centre has in place reasonable steps to protect the personal information Dunlea Centre holds from misuse, interference and loss, unauthorised and unnecessary access, modification or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records.

Discussions about young people and their families are conducted solely within the team of staff appointed to work with a particular house, except when members of the Dunlea Centre Leadership Team have a clear need to contribute to or understand a particular case.

Additional steps taken to securely store personal information include:

- Restricting access to information on Dunlea Centre intranet on a needs to know basis with different levels of security being allocated to staff based on their roles and responsibilities
- Ensuring all staff are aware they must not share passwords with anyone internal or external



- Where personal and health information is stored in hard copies, these are kept in lockable filing cabinets in lockable rooms. Access is restricted to a needs to know basis
- Implementing physical security measures to prevent break-ins
- Implementing ICT security systems, policies and procedures designed to protect personal information
- Implementing HR policies and procedures so staff follow correct protocols when handling personal information

Dunlea Centre is required to report any breaches or suspected breaches of its data to the Privacy Commissioner, those affected and the OAIC (Office of the Australian Information Commissioner).

Personal information held that is no longer needed, and is not required to be retained by law, is destroyed in a secure manner, deleted or de-identified.

Access and Correction of Personal Information

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to seek and obtain access to any personal information which Dunlea Centre holds about them and to advise Dunlea Centre of any perceived inaccuracy.

Young people will generally be able to access and update their personal information through their parents/carers, however depending on the maturity of the young person concerned and appropriate to the specifics of a particular case, a young person may seek access and correction themselves. There are some exceptions to these rights, which are set out in the applicable legislation.

To make a request to access or to update any personal information Dunlea Centre holds about a parent/carer or their child, a parent/carer can contact the Executive Director or Dunlea Centre Administration Office on (02)85083900, fax (02)8508 3920 or email:



director@boystown.net.au or in writing. Dunlea Centre may require verification of identity and the specifics of the information required. Dunlea Centre 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, Dunlea Centre will advise the likely cost in advance. If Dunlea Centre cannot provide access to the information, a written notice will be provided explaining the reasons for refusal.

Consent and Rights of Access To the Personal Information of Young People

Dunlea Centre respects every parent/carer's right to make decisions concerning their child's education and future.

Generally, Dunlea Centre will refer any requests for consent and notices in relation to the personal information of a young person to the young person's parents/carers. Dunlea Centre will treat consent given by parents/carers as consent given on behalf of the young person, and notice to parents/carers will act as notice given to the young person.

Parents/carers may seek access to personal information held by Dunlea Centre about them or their child by contacting the Executive Director or Dunlea Centre Administration Area on (02)8508 3900 or emaildirector@boystown.net.au or in writing.

However, there may be occasions when access is denied. Such occasions would include where release of the information would have an unreasonable impact on the privacy of others, or where the release may result in a breach of Dunlea Centre's duty of care to a young person or their family, or the information requested falls within the Privacy Act exemption relating to existing or anticipated legal proceedings.

Dunlea Centre may, at its discretion, on the request of a young person, grant that young person access to information held by Dunlea Centre about them, or allow a young person to give or withhold consent to the use of their personal information, independently of



their parents/carers. This would normally be done only when the maturity of the young person and/or the young person's personal circumstances warranted it.

Enquiries and Complaints

Should a person require further information about the way Dunlea Centre manages the personal information it holds, or wish to complain that they believe that Dunlea Centre has breached the Australian Privacy Principles, the appropriate contact is Dunlea Centre's Compliance Manager, Rose French, Dunlea Centre, Engadine on (02) 8508 3912 or email rose.french@boystown.net.au or in writing to Dunlea Centre (Australia's Original Boys' Town), PO Box 99, Engadine NSW 2233.

Dunlea Centre will investigate any complaint and will notify the person bringing the complaint of the making of a decision in relation to their complaint as soon as is practicable after it has been made.

Revision of Policy

Dunlea Centre reserves the right to monitor and revise this policy. In the matter of sensitive information needing to be transmitted electronically, Dunlea Centre will seek the permission of any person concerned.

