

Privacy Procedure

1. Policy Title

Privacy Policy

2. Preamble

Carclew is an agency of the South Australian Government and is required to comply with the *Department of the Premier and Cabinet Circular: PC012 – Information Privacy Principles (IPPs) Instruction*.

3. Information Handling

This document outlines the procedures relating to the storage, use, requests, and feedback to the personal information managed by Carclew. It assists in enhancing transparency and providing a clear understanding of what information Carclew holds and the way we handle it.

3.1 Request to access, update, remove and store personal information

All requests will be considered on a case by case basis in accordance with Carclew's Privacy Policy, *Department of the Premier and Cabinet Circular: PC012 – Information Privacy Principles (IPPs) Instruction*, *Freedom of Information Act 1991* and *State Records Act 1997*.

All requests in relation to personal information, including accessing, corrections or amendments can be made in writing or verbally. The inquiry will be delegated to the appropriate program area, who will ensure the request is completed in a timely manner.

All requests made under the *Freedom of Information Act 1991* must be made in writing to the Freedom of Information Officer at info@carclew.org.au or Carclew Freedom of Information Officer, PO Box 519, North Adelaide SA 5006.

3.2 Staff handling requests to access or change personal information

A client can request to access their personal information in many forms, including via telephone, writing, email or by visiting in person. If a client inquires about accessing their personal information, or information about a child/young person entrusted in their care, the following steps must be considered:

- Explain that in accordance with Carclew's Privacy Policy, we are by law required to confirm their identity prior to releasing any personal information. You will need to confirm the following details:
 - Their full name, address and current telephone number.
 - It must reflect the information recorded on the documentation that they are inquiring about.
- If a client is inquiring about a child or young person's personal information, it is important to check that the person calling is an '**Authorised Emergency Contact**'.
 - This information can be found on the participant's Health, Safety and Wellbeing Participation Declaration Form.
 - The inquirer **must** be listed as an 'Authorised Emergency Contact'. They will need to confirm their full name, contact telephone number and relationship to the participant.
 - They must also confirm the child/young person's full name and date of birth.
 - They will need to confirm the details **exactly** as written on the form.

- Finally, you **must** view the Declaration on page 4 of the participant's Health, Safety and Wellbeing Participation Declaration Form to ensure that there are no 'Court Orders/Child Protection Plan or Parental Plan' restrictions.
- If the inquirer is not an 'Authorised Emergency Contact', or cannot provide the details as completed on the form, you must advise the inquirer that Carclew is **not** entitled to, by law, to disclose any information.
- The inquirer will need to contact an authorised person, which we cannot provide the details of, to view or amend the information.

3.3 Feedback / concerns

All feedback or concerns in relation to privacy and/or an individual's personal information can be made in writing to Carclew enquiries, PO Box 519, North Adelaide SA 5006.

If an individual is unsatisfied with Carclew's response to their concern that we have interfered with their privacy, refer them to the:

Privacy Committee of South Australia

GPO Box 464

Adelaide SA 5001

Ph: 8204 8786

Email: staterrecords@sa.gov.au

Website: <https://archives.sa.gov.au/general-information/privacy-committee/privacy-committee-sa>

4. Additional Information

Department of the Premier and Cabinet Circular: PC012 – Information Privacy Principles (IPPs) Instruction