



- There is an overriding public interest in the release of the information or a duty of care towards others (for example the threat of harm to another).

IWC will ensure that all electronic and paper client details and records are kept securely and only available to staff authorised by the Manager, IWC.

IWC will ensure that the staff induction process includes detailed information on staff responsibilities in relation to client privacy.

At the time of entering IWC services, IWC will inform the client or carer/guardian of the type of information that IWC collects; the reasons for collecting this information and the client's right to access this information.

IWC staff will uphold their legal responsibility to disclose client information in the event of an emergency, accident or threat of harm or abuse.

IWC will inform an individual, and the Office of the Australian Information Commissioner if appropriate, if their personal information is accessed by an unauthorised person, and this breach is likely to result in serious harm to an individual/s.

IWC will not sell, rent, trade or market client information.

IWC will not use personal client information for any purpose other than for the initial reason it was collected.

IWC will implement corrective and/or disciplinary action for any staff breaches of this policy.

IWC will endeavour to keep personal information up-to-date.

IWC Quality Manager, who is familiar with the requirements of the Privacy Act and the Australian Privacy Principles and ensures that IWC fulfils its legal obligations.

Clients have the right to seek advice and assistance from IWC to access their file and/or update information.

IWC volunteers will not access client files.

Where a data breach has been identified, IWC utilise a Risk Matrix to evaluate the severity of the breach.

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