

Data protection and privacy protection policy

Context and overview

Key details

- Responsible person: Lorelea Travis
- Approved by board/ management on 28th of the 2nd, 2024
- Next review date 28th of the 2nd,2025

Introduction

The Centre for Inclusive Supports Inc needs to gather and use certain information about individuals. These can include customers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

The policy describes how this personal data must be collected handled and stored to meet the company's data protection standards and to comply with the law.

Data protection law

The Data Protection Act 1998 describes how organisations including the Centre for Inclusive Supports must collect handle install personal information.

These rules apply regardless of whether the data is stored electronically on paper or on other materials.

To comply with the law personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The Data Protection Act is underpinned by 8 important principles. These say that personal data must:

1. be processed fairly and lawfully
2. be obtained only for specific lawful processes
3. be adequate, relevant and not excessive
4. be accurate and kept up to date
5. not be held for any longer than necessary 6 processed in cordons of the rights of data subjects
6. processed in accordance with the rights of data subjects
7. be protected in appropriate ways
8. not be transferred outside Australia unless that country or territory also ensures an adequate level of protection

People, Risks and Responsibility

Policy Scope

This policy applies to

- the Head office of the Centre for Inclusive Supports Incorporated
- all branches of the Centre for Inclusive Supports Incorporated
- all staff and volunteers of the Centre for Inclusive Supports Incorporated
- all contractors, suppliers and other people working on behalf of the Centre for Inclusive Supports Incorporated

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside the Data Protection Act 1998. This can include:

- names of individuals
- postal addresses
- email address
- telephone numbers
- plus any other information relating to individuals

Data Protection Risks

This policy helps to protect the Centre for Inclusive Supports Incorporated from some very real data security risk, including:

- breaches of confidentiality. For instance, information being given out inappropriately
- failing to offer choice. For instance, all individual individuals should be free to choose how the company uses data relating to them.
- Reputational damage. For instance, but company could suffer if hackers successfully gained access to sensitive data.

Responsibilities

Everyone who works for or with the Centre for Inclusive Supports Incorporated has some responsibility for ensuring data is collected, stored and handled appropriately. Each team that handles personal data must ensure that it is handled and processed in line with this policy and data protection principles.

However, these people have key areas of responsibility:

- the **Board of Directors** is ultimately responsible for ensuring that the Centre for Inclusive Supports Incorporated meets its legal obligations.
- The **General Manager** is responsible for:
 - keeping the board updated about data protection responsibilities, risks and issues.
 - Reviewing all data protection procedures and related policies, in line with an agreed schedule
 - arranging data protection training and advice for the people covered by this policy.
 - Handling data protection questions from staff and anyone else covered by this policy
 - dealing with requests from individuals to see the data the centre for inclusive supports incorporated holds about them (also called 'subject access requests')
 - Checking in approving any contracts or agreements with third parties that may handle the company's sensitive data
- The **General Manager** is responsible for:
 - ensuring all systems, services and equipment used for storing data made acceptable security standards
 - performing regular checks and scans to ensure security hardware and software is functioning properly
 - evaluating any third-party services the company is considering using to store or process data. For instance, cloud computing services.
- the **Marketing Manager** is responsible for:
 - approving any data protection statements attached to communications such as emails and letters
 - addressing any data protection queries from journalists or media outlets like newspapers
 - when necessary, working with other staff to ensure marketing initiatives abide by data protection principles

General Staff Guidelines

- the only people able to access data covered by this policy should be those who need it for their work
- data should not be shared informally. When access to confidential information is required, employees can request it from their line managers
- the Centre for Inclusive Supports Incorporated will provide training to all employees to help them understand their responsibilities when handling data
- employees should keep all data secure, by taking sensible precautions and following the guidelines below

- in particular, strong passwords must be used, and they should never be shared
- personal data should not be disclosed to unauthorised people, either within the company or externally
- data should be regularly reviewed and updated if it is found to be out of date. If no longer required, it should be deleted and disposed of.
- employees should request help from their line manager or the data protection officer if they are unsure about any aspect of data protection

Data Storage

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the **IT Manager** or **General Manager**.

When data is stored on paper, it should be kept in a secure place where unauthorised people cannot see it.

These guidelines also apply to data that is usually stored electronically but has been printed out for some reason:

- when not required, the paper or files should be kept in a locked drawer filing cabinet
- employee should make sure paper and print outs are not left where unauthorised people could see them, like on a printer
- data print outs should be shredded and disposed of securely when no longer required.

When data is stored electronically, it must be protected from unauthorised access, accidental deletion or malicious hacking attempts:

- data should be protected by strong passwords that are changed regularly and never shared between employees
- if data is stored on removable media like a CD or DVD, these should be kept locked away securely when not being used
- they have it should only be stored undesignated drives and servers, and should only be uploaded to approved cloud computing services
- servers containing personal data should be sited in a secure location away from general office space
- data should be backed up frequently. Those backups should be tested regularly, in line with the company's standard backup procedures
- data should never be saved directly to laptops or other mobile devices like tablets or smartphones

- all service in computers containing data should be protected by approved security software and a firewall

Data Use

Personal data is no value to the Centre for Inclusive Supports Incorporated unless the business can make use of it. However it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

- when working with personal data, employees should ensure the screens of their computers are always locked when left unattended
- personal data should not be shared informally. In particular, it should never be sent by email, as this form of communication is not secure
- data must be encrypted before being transferred electronically. The IT team manager can explain how to send data to authorised external contacts
- personal data should never be transferred outside the Australian area
- employees should not save copies of personal data to their own computers. Always access and update the central copy of any data.

Data accuracy

The law requires the Centre for Inclusive Supports Incorporated to take reasonable steps to ensure data is kept accurate and up to date.

The more important it is that the personal data is accurate, the greatest effort the organisation should put into ensuring its accuracy.

It is the responsibility of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- Data will be kept in as few places as necessary. Staff should not create any unnecessary additional data sets.
- Staff should take every opportunity to ensure data is updated. For instance, by confirming a customer's details when they call.
- The Centre for Inclusive Supports Incorporated will make it easy for data subjects to update the information they hold about them for instance via the company website.
- Data should be updated as inaccuracies are discovered. For instance, if a customer can no longer be reached on their stored telephone number, it should be removed from the database.
- It is the marketing manager's responsibility to ensure marketing databases are checked against industry suppression files every six months.

Subject access requests

All individuals who are subject or personal data held by the Centre for Inclusive Supports Incorporated are entitled to:

- Ask what information the company holds about them and why
- Ask how to gain access to it
- Be informed about how to keep it up to date
- Be informed how the company is meeting its data protection obligations

If an individual contacts the company requesting this information, this is called a subject access request.

Subject access requests from individuals should be made by email, addressed to the data controller at secretary@unilifeprogram.onmicrosoft.com. The data controller can supply a standard request form, although individuals do not have to use this. The data controller will aim to provide the relevant data within 14 days.

The data controller will always verify the identity of anyone making a subject access request before handing over any information.

Disclosing data for other reasons

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances the Centre for Inclusive Supports Incorporated will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the board and from the company's legal advisers where necessary.

Providing information

The Centre for Inclusive Supports Incorporated aims to ensure that individuals are aware that their data is being processed and that they understand:

- How the data is being used
- How to exercise their rights

To these ends, the company has a privacy statement, setting out how data relating to individual's is used by the company. (This is available on request a version of this statement is also available on the company's website.)