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| Questions and Checklist |
| These questions should be completed in consultation with staff, managers, clients and other stakeholders where appropriate. |
| **Collecting, Storing, Using and Disclosing Personal Information** |
| What personal information does the organisation collect? Is any of the information sensitive information? |
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| How does the organisation collect this information? |
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| Why does the organisation collect personal information? Is it needed for a particular function or activity? |
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| Is information collected fairly, lawfully and non-intrusively? Do staff properly inform clients of the name of the person/organisation collecting the information? |
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| Where and how does the organisation store this information? |
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| How is the information accessed: electronically or in hard copy form? |
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| Who has access to information collected? Is it the appropriate people only (who have a legitimate reason to access information)? |
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| Is the information safe from misuse? What measures does the organisation have in place to protect personal information from unauthorised access? |
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| How does the organisation use the information? |
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| Do clients know that the organisation is collecting the information? |
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| Does the organisation give the information to anyone outside the organization? If so, for what purpose? |
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| Does the organisation contract out any functions or activities involving personal information? What measures are taken to protect this information? |
| Does the organisation make individuals aware of the intended uses and disclosures of their information? |
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| Does the information collected contribute to the quality of the service? How? |
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| How accurate is the information being collected, how complete is the information and how up-to-date is the information? What mechanisms does the organisation have in place for routinely updating or checking this information? |
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| Does the organisation transfer any personal information overseas? If so, to whom, and what countries? |
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| Do staff obtain informed consent from clients, their guardian or power of attorney to release information for a secondary use? |
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| How accessible is the organisation’s *Privacy and Confidentiality Policy and Procedure* and where is its privacy statement displayed? |
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| **Handling Client Information Access Requests** |
| Are clients aware from the outset of their rights to access their information? |
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| How can clients request their information (e.g. verbally, in writing, etc)? |
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| How do staff process a request if a client requests access to their information? |
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| Does the organisation have a procedure in place to be able to respond to such requests? |
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| Does the organisation have a designated privacy officer to manage privacy requests and management of personal information? |
| Are all staff aware of the procedures to be followed? |
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| Will accessing information incur a cost to clients? |
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| Are clients encouraged to be specific about which aspect, service or dates they want information on, in order to limit time, expense and potential confusion? |
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| If all information on a client’s file is requested, how does the organisation facilitate this? |
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| How are clients provided access to information (e.g. read the information directly, provided a copy, summary report written, etc.)? |
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| If clients read their information directly are they provided with a support person to ensure their wellbeing? |
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| Where an information request is made by a third party, how does the organisation ensure that the client has given their permission, or that the person is entitled to request that information? |
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| **Privacy Practice** |
| Is the organisation using its own identifiers on files and not Commonwealth Government identifiers to identify clients? (For example, DVA, Tax File, Medicare etc.) |
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| Do staff maintain the clients’ anonymity wherever possible, in all conversations in all contexts wherever possible? |
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| Do you collect sensitive information? Do you have a lawful permission to collect that sensitive information? |
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| **Identified areas for improvement:** |
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