

# INFORMATION MANAGEMENT AND PRIVACY POLICY

## POLICY PURPOSE:

The intent of this policy is to demonstrate the Better Health Company's (BHCo) and its website Go4Fun Online (collectively and hereafter "Go4Fun Online") commitment to identifying and managing knowledge and information in a way that facilitates organisational learning, operational and project objectives and supports continuous improvement and ongoing development whilst at the same time meeting legislative requirements.

## 1. POLICY DETAILS

Information management is an overarching term that encompasses the systems and processes within an organisation for the creation, access, use and storage of information and turn information to Knowledge. Go handles, holds, analyses and permits access and correction of personal information in accordance with Australian and New South Wales law. We provide information for users on our website about the privacy of your information and how we protect that privacy.

### 1.1 Information Privacy

#### Personal information

Personal information means information or an opinion (including information or an opinion forming part of a database) about an individual, including health information. What constitutes personal information will vary, depending on whether an individual can be identified or is reasonably identifiable in the particular circumstances. For example, personal information could include:

- a name or address
- bank account or payment details
- photos or videos
- information about an individual's health, wellbeing, opinions or feedback

Note: information does not have to include an individual's name to be personal information. For example, in some cases, a date of birth and post code may be enough to identify a person.

We will only collect personal information that relates directly to the function and activities of Go4Fun.

## Sensitive information

Sensitive information is defined as information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, or criminal record that is also personal information; health information about an individual, genetic information about an individual, biometric information that is to be used for the purpose of automated biometric verification/identification and biometric templates. The Managing Director provides clarification if staff are unsure whether information is confidential or sensitive.

## Types of personal information collected and held by Go4Fun:

### Personal information

Go4Fun Online holds internal information such as participant health status, housing details, medical history and social demographic information including GP, school and referring health professional details.

### Sensitive information

Go4Fun Online does not hold a full patient health record but through certain programs, where informed consent is given, does have access to limited patient information e.g. a referral for services. In these instances information is treated confidentially with the staff member ensuring the client is aware of the information being recorded, the purpose of recording the information, and which information (if any) will be transmitted to other bodies (including funding bodies) and for what purpose. Client information will only be used for the purposes for which it is collected, unless the information has been de-identified or consent has been obtained to use it for other purposes. Other sensitive information may be held by Go4Fun Online e.g. professional qualifications or racial or ethnic origin

### Limits to confidentiality

Confidentiality exists between the client and the agency providing the service. In the following situations, duty of care considerations can override confidentiality:

- when there is an obligation not to conceal an intended or actual crime including child abuse, theft, assault, fraud
- when the client or a third party may be in danger or come to harm if key information is withheld
- when there may be a duty of care consideration to inform a third party

### Informed consent

Informed consent means that the client:

- understands the need to exchange personal information about them
- knows what personal information will be exchanged

- knows with whom or what agency the information will be exchanged
- agrees to the exchange

Go4Fun Online only shares and exchanges personal information with the client's informed consent. Consent must be recorded on the Program Consent Form which is held by in hard copy by the partner agency. In situations where the agency believes that the client may not have the capacity to give informed consent because of their age, mental state or disability, will attempt to secure substitute consent from the client's guardian or appointed representative. In situations where the client is unwilling to give consent, the need for privacy will be balanced against the organisation's duty of care responsibilities.

### How Go4Fun Online collects personal information:

Go4Fun Online endeavours to collect information directly from the individual unless it is unreasonable or impracticable to do so. However, there may be times when personal information is collected from a third party. If this occurs, such collection will be in accordance with applicable law. As well as collecting personal information directly Go4Fun Online or our partner agencies may also collect personal information through other individuals or organisations acting on our behalf, including those such as contracted service providers.

When collecting personal information, we may do this through using forms (either electronic or hard copy), online portals, other electronic or paper correspondence (including emails and written correspondence) and at times verbal conversations or interviews.

### Unsolicited information

Unsolicited personal information is provided without it being requested. Unsolicited personal information that Go4Fun Online collects through its normal processes is de-identified or destroyed where lawful and reasonable to do so.

### How Go4Fun Online holds personal information:

Go4Fun Online is considered to 'hold' personal information where it:

- physically possesses a record containing personal information, or
- has the right to deal with the information, even if it does not physically possess it (such as where the personal information is stored on servers owned by a third party, to which Go4Fun Online has access to, or in archived files).

All personal information held by Go4Fun Online will be stored in a safe and secure manner and will not be kept for longer than is reasonably necessary. Personal information received in paper form will be stored in a secure, lockable location; if in electronic form, password and firewall protected; accessible by approved staff only and not taken from Go4Fun Online offices unless authorised and for a specified purpose.

We will only assign identifiers to individuals if the assignment of identifiers is reasonably necessary to enable Go4Fun Online to carry out its functions efficiently. Use of identifiers will be done in accordance with applicable law. Wherever it is lawful and practical, individuals will be given an opportunity to not identify themselves when entering into transactions with or receiving services from Go4Fun.

#### Personal information held by third parties:

Pursuant to applicable law, Go4Fun Online is required to take measures to ensure that when personal information is to be held by a third party, that the third party complies with the same privacy requirements applicable to Go4Fun. Go4Fun Online has privacy clauses in all of its legal documents, including funding deeds, services contracts and various other ad-hoc arrangements. This is to ensure that third parties Go4Fun Online deals with handle personal information in accordance with applicable law.

#### How Go4Fun Online uses and discloses personal information:

Unless an exception applies, Go4Fun Online will only use or disclose personal information for the purpose it was collected. Go4Fun Online will only use or disclose personal information for another purpose where it is able to do so in accordance with applicable law. Personal information is used to enable the functions, activities and programs at Go4Fun Online including the functioning of advisory groups, recruitment and HR, maintaining stakeholder relationships, managing funding agreements and contracts, programs and projects, undertaking evaluations and audits, financial transactions, complaints management and research. Should you not provide us with accurate information, we may not be able to provide you with goods and services that are best targeted to your personal needs and circumstances.

We will, without excessive delay or expense, provide you with access to your personal information should you request such access.

Should we need to disclose or make use of your personal information for a different purpose other than that for which it was collected, then such disclosure or use will be done in accordance with applicable law.

We will not transfer your personal information to any person or body who is in a jurisdiction outside New South Wales or to a Commission Agency unless such transfer is in accordance with applicable law.

We will not include personal information about an individual in a health records linkage system unless in accordance with applicable law.

## Access and corrections to personal information

Go4Fun Online aims to ensure information it collects uses or discloses is accurate and complete at the time it is collected, and will endeavour to keep it up-to-date e.g. renewing contact details. In the event that individuals wish to access and/or correct errors in their information, where it is reasonable and legal to do so, this will be done within calendar 30 days. If Go4Fun Online corrects personal information, at the individual's request, reasonable steps will be taken to notify other agencies or organisations as required that we have previously disclosed the information to of the correction. However, it may not be possible to correct information which has been de-identified, has been published, or there is a legal requirement not to do so. In such instances, the individual will be informed in writing of the reason why the information cannot be corrected or changed, and the process to make a complaint.

## Privacy Breaches

Privacy breaches can be caused by a variety of factors, affect different types of personal information and give rise to a range of actual or potential harm to individuals, agencies and organisations. Consequently, there is no single way of responding to a privacy breach. Each breach will need to be dealt with on a case-by-case basis. All complaints and alleged breaches will be investigated and the complainant will be advised of the outcome.

Go4Fun Online will investigate:

- concerns that the personal information contained in a record of a client or stakeholder has been mishandled
- any complaints and/or allegations about a breach, and
- all privacy-related matters referred from the Privacy Commissioner

## Overseas disclosures

Go4Fun Online does not routinely disclose information overseas. Before Go4Fun Online can disclose personal information to an overseas recipient, it will take reasonable steps to ensure that the overseas recipient is compliant with applicable law (or recipient's equivalent) and will inform the individual of the countries where the disclosure will occur.

Whilst Go4Fun Online does not actively share information with overseas organisations, our company data management system is hosted outside Australia. This service provider is compliant with applicable law as per our organisational requirements.

## Knowledge Management

Knowledge management comprises a range of strategies and practices used to identify, create, symbolise, distribute, and enable adoption of knowledge, with the external sources of information being part of the knowledge capital for Go4Fun. Effective management of information will enable concise knowledge management by capturing information that is relevant and facilitating the sharing and transmission of knowledge across the organisation.

Go4Fun Online will manage intellectual property in a way that maximises the performance of the organisation whilst minimising legal, reputational and financial risk. Where under contracts with funders Go4Fun Online is required to share information and intellectual property, Go4Fun Online supports and encourages the dissemination and exchange of its information and has no objection to material being reproduced, made available online or electronically but only if it is recognised as the owner of the copyright and if the material remains unaltered.

### 2. POLICY SCOPE

This applies to all Go4Fun Online operations. This policy will be reviewed every 3 years and in-line with the Policy Review Process.

### 3. DEFINITIONS

Term	Meaning
Intellectual Property	Intellectual property includes: copyright in all electronic and hard copy literary works, artistic works, logos, computer software, music, videos, databases, surveys, assessment tools, forms and any other works or subject matter in which copyright subsists and may in the future subsist inventions, discoveries and novel designs, whether or not registered or registrable as patents or designs, including developments or improvements of equipment, products, technology, processes, methods or techniques trade and service marks (whether registered or unregistered)
Records	Records are information objects that document business activities and transactions. To be regarded as evidence a record must be complete. Complete records comprise contextual and structural data as well as content data

#### 4. REFERENCES & RELEVANT LEGISLATION

Privacy Act, 1988 and Australian Privacy Principles 2014  
Privacy Amendment (Private Sector) Act 2000  
Copyright Act 1968 (Cth)  
Copyright Amendment (Digital Agenda) Act 2000 (Cth)  
Designs Act 2003 (Cth)  
Patents Act 1990 (Cth)  
Trade Marks Act 1995 (Cth)  
Australian Charities and Not for Profits Commission Act 2012  
Health Records and Information Privacy Act 2002 (NSW)  
Privacy and Personal Information Protection Act 1998 (NSW)

## 5. CONTACT

Please contact us using the details below if you require any further information regarding our Privacy Policy.

Better Health Company  
The Privacy Officer  
20-24 Bond St  
Abbotsford VIC 3067  
Ph: 1800 780 900