

PRIVACY AND CONFIDENTIALITY AGREEMENT

Purpose

The purpose of this Agreement is to protect the privacy and confidentiality of the information of National Disability Insurance Scheme (NDIS) participants and other individuals that the Employee may come into contact with during their employment with the Employer.

Confidential Information

The Employee understands that they will have access to confidential information during their employment with the Employer, including but not limited to personal and sensitive information about NDIS participants, their families, and other individuals. This information may be in written or electronic form and may be disclosed orally or visually.

This includes,

- Ensure client's personal information is not left on desks or photocopiers and that records and information are securely locked away.
- Ensure client information is not on the desktop of individual computers or mobile phones.
- Ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual and/or their families to review information or correct wrong information about themselves
- Only collect the necessary information from people and their families/carers.
- Ensure conversations of a personal nature are conducted away from public areas.
- Do not share client or staff private or confidential information or photographs through external social media platforms unless permission has been explicitly given and documented.
- Ensure clients are aware of their rights regarding access to documents and files
- Ensure that people know what sort of personal information is held, what purposes it is held it for and how it is collected, used, disclosed and who will have access to it
- Consider the implications and risks of forwarding email messages to a third party without consent.
- If sending information of a private nature, notify the recipient that confidential information is about to be sent.
- Respect people's dignity at all times

Obligations

The Employee agrees to maintain the confidentiality of all confidential information they come into contact with during their employment with the Employer. The Employee shall not use or disclose this information except as necessary to perform their duties for the Employer or as required by law. The Employee shall take all necessary steps to prevent the unauthorized disclosure or use of confidential information.

Termination

Upon termination of employment with the Employer, the Employee shall immediately return all confidential information to the Employer and shall not retain any copies, notes or summaries of such information.