



## Assistive Technology Mentors Association

### Privacy and Confidentiality

#### Principle

Everyone is entitled to the same rights concerning privacy, dignity and confidentiality.

#### Policy

It is ATMA policy to respect and protect a members rights to privacy, dignity and confidentiality. However, in certain situations where the ATMA has a legal obligation or duty of care responsibility, this may take precedence.

#### Objective

To provide services to members that:

- are non-intrusive;
- treat people with respect;
- Do not disclose or misuse confidential information.

#### Procedures

1. ILC NSW staff are sensitive in discussing personal details with consumers, and are aware of consumer’s rights to privacy, dignity and confidentiality
2. Members and applicants for membership are always told about information that is recorded, the reasons for this, and who will have access to it.
3. Confidentiality applies to all information about a person, whether written, spoken, taped, stored electronically etc.
4. Access to any personal information is restricted to those who need to use it:
  - All records are securely stored and access restricted
  - Any records are not left lying around are secured when not in use.
5. Only relevant data is requested from the member/applicant, and this is kept to the minimum necessary.
6. ATMA personnel will not divulge any members or membership data to other parties, without prior agreement from the person involved.
7. Where details about member/membership situation is provided by a third party , permission to share the information will been given by the individual concerned. Where information is being sought from other sources, the consumer’s consent is obtained beforehand, unless by legal request.
8. Member electronic records are password protected.

Owner: ATMA	Last Updated: 30/09/2021	Version: 1.1	Location:	Page 1 of 2

9. Members have the right to inspect their records and can obtain a copy of any information it might contain.
10. Member's personal details are never discussed in public.
11. If an article is to be published by the ATMA or Assistive Technology Australia (or submitted to another agency for publication) and it includes mention of the member's name, photo, or other details that might identify the member, then written permission is required before this can proceed.
12. Any person raising a complaint with ATMA can nominate the Committee member within the ATMA or the CEO ATA who will act as their key contact during the handling of the complaint.
13. This policy is reviewed with members every two years, or earlier if required.
14. Copies of this policy are available to members and applicants on request.

#### **Related Documents**

- Code of Conduct
- Complaints Policy

#### **Authorising Officer**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Position: \_\_\_\_\_ Date Authorised: \_\_\_\_\_