

**Policy and Procedure - Privacy, Confidentiality and Record Keeping**

GenYZ Mentoring

## Our Privacy Policy is adapted for a mentoring program from ourcommunity.com.au which provides advice and tools for Australia’s not-for-profit community groups.

**Privacy**

**Purpose**

## We have a duty to protect the privacy of personal information that we collect, hold and administer which directly or indirectly identifies a person.

## The intention of this policy and procedure is to provide and describe a framework within which we ensure confidentiality, privacy and secure record keeping.

**Policy**

## GenYZ Mentoring collects and administers a range of personal information for the purposes of operating a youth mentoring program. It is committed to protecting the privacy of personal information it collects, holds and administers.

## GenYZ recognises the essential right of individuals to have their information administered in ways that they would reasonably expect – protected on one hand and accessible to them on the other.

## GenYZ is bound by Victorian privacy laws, the *Information Privacy Act 2000* and other laws which impose specific obligations about handling information. We have adopted the principles contained in the Victorian privacy laws as minimum standards.

## In broad terms this means that we:

* collect only information that we need to effectively run the program
* ensure that all program participants understand why we collect information and how we administer it
* use and disclose personal information only for our primary function or a directly related purpose, or for any other purpose only with the person’s consent
* store personal information securely, protecting it from unauthorised access
* give participants access to their own information and the right to correct it.

**Procedures**

***Collection***

## GenYZ will:

1. collect only information that is necessary for the performance and primary function of operating a youth mentoring program
2. tell program participants why we collect the information and how it is administered
3. inform program participants that they have access to information about them.

## Information about an individual’s age, racial or ethnic origin, religious beliefs, special needs, behaviour difficulties or criminal record is only collected for:

1. the purpose of recruiting and screening mentors
2. matching young people with an appropriate mentor
3. providing adequate match supervision and support during the program
4. program evaluation.

***Use and disclosure***

GenYZ will:

1. use or disclose information only for the primary purpose for which it is collected or a directly related secondary purpose
2. obtain consent from the affected person for other uses.

***Data quality, security and retention***

## GenYZ will:

1. take all reasonable steps to ensure the information we collect is accurate, complete, up-to-date and relevant to the functions we perform
2. safeguard the information we collect and store it against misuse, loss, unauthorised access and modification
3. destroy records only in accordance with organisational policy.

***Openness***

## GenYZ will:

* ensure program participants are aware of our privacy policy and its purposes
* inform program participants about our policy via relevant publications and on the organisation’s website.

***Access and correction***

## GenYZ will ensure each program participant can ask to view information held about them and to correct it if it is inaccurate, incomplete, misleading or not up-to-date.

***Anonymity***

## GenYZ will give program participants the option of not identifying themselves when completing evaluation forms or opinion surveys.

***Making information available to other service providers***

## GenYZ:

1. will only release personal information about a person with that person’s express permission
2. will release information to third parties if it is requested by the person concerned.

**Confidentiality**

**Introduction**

## As part of its commitment to protecting the privacy of mentors and young people, GenYZ places great emphasis on the confidentiality of conversations that take place as part of recruiting and screening interviews and in the mentoring relationship.

**Purpose**

## The purpose of our confidentiality policy is to provide a framework for GenYZ in ensuring confidentiality of information.

**Policy**

## All information discussed between young people, mentors and GenYZ staff is private and remains in confidence, other than situations where the young person discloses information about potential or actual self-harm or harm to others, or discloses information about an intended or actual illegal act.

**Procedures**

## GenYZ will:

1. ask each mentor and the young people they are matched with to determine the boundaries of their relationship and what they will or will not talk about
2. inform all mentors and young people about its confidentiality policy
3. inform all program participants about the limits of confidentiality, specifically
   * any disclosure about potential or actual self-harm or harm to others
   * any disclosure that a young person is suffering physical, sexual or emotional abuse by another person
   * any disclosure about intended or actual illegal acts
4. ask mentors to make sure that they remind any young person about the limits of confidentiality if they have reason to believe the young person is about to disclose information that exceeds those limits.

**Record Keeping**

**Policy**

GenYZ is committed to documenting each step of the application and match process by creating a case file for each potential mentor and young person.

All records will be kept confidential. Archival records or those records of past applicants and participants will be maintained and kept confidential for a period of seven years after the close of their participation in the program. After seven years, the records will be shredded and discarded with approval from the Executive Officer and destroyed only by approved individuals.

Program staff will keep stringent records of all program activities, utilising approved forms. All files should be regularly maintained and updated within an electronic database and/or hard copy filing system.

The creation of new forms or the revision of existing forms must be documented and kept within the Policy and Procedure Manual.