

4.2 CLIENT PRIVACY

Approved 13/2/07.

The NTWWC is proud to offer a confidential service to all clients.

Our privacy policy provides the necessary guidelines to collect, store, use and disclose personal information, including sensitive information—[in an open and transparent way](#)

[The Commonwealth Privacy Act 1998 and the NT Information Act do not require the NTWWC to comply with their legislation. However, services agreements with the Commonwealth and NT Governments do require that the NTWWC privacy policy is compliant with NT and Commonwealth legislation. Therefore, this privacy policy complies with The policy incorporates the Australian Privacy Principles of the Commonwealth Privacy Act 1998 and the Information Privacy Principles \(IPPs\) provided by Schedule 2 of the Northern Territory Information Act of the Northern Territory \(enclosed in full in the Attachment to this policy\), to ensure that clients' personal information is handled safely and responsibly.](#)

Formatted: Font: Not Italic

4.2.1 SUMMARY OF INFORMATION PRIVACY PRINCIPLES

Approved 13/2/07.

IPP 1 Collection: Agencies must only collect personal information that is necessary for their functions and only by fair and lawful means. Personal information about an individual should only be collected from the individual.

IPP2 Use and Disclosure: Agencies must only use or disclose personal information for the purpose for which it was collected unless they have the consent of the individual concerned.

IPP 3 Data Quality: Agencies must take reasonable steps to ensure that the personal information it collects, uses and discloses is accurate, complete and up to date.

IPP 4 Data Security: Agencies must take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Agencies must take reasonable steps to destroy or permanently de-identify personal information when no longer needed for the intended purpose.

IPP 5 Openness: Agencies must make available to the public a document which clearly express its policies for the management of the personal information and provide the policies to anyone who asks for them.

IPP 6 Access and Correction: People have a right to access their personal information and to request correction where necessary.

IPP 7 Identifiers: Agencies must not assign unique identifiers to identify individuals unless it is necessary to perform its functions efficiently.

IPP 8 Anonymity: Agencies must give individuals the option to remain anonymous when entering transactions if it is lawful and practical.

IPP 9 Transborder Data Flows: Agencies must not transfer information outside of the Northern Territory unless the person consents to the transfer, the transfer is lawful and the recipient has privacy principles similar to these IPPs.

~~IPP 10 Sensitive Information: Agencies can only collect sensitive information about a person in limited circumstances, such as where the individual consents or if it is required by law. Sensitive information is defined in section 4 of the Information Act as~~

- ~~(a) personal information about
 - ~~i. racial or ethnic origin;~~
 - ~~ii. political opinions;~~
 - ~~iii. membership of a political association;~~
 - ~~iv. religious beliefs or affiliations;~~
 - ~~v. philosophical beliefs;~~
 - ~~vi. membership of a professional or trade association;~~
 - ~~vii. membership of a trade union;~~
 - ~~viii. sexual preferences or practices; or~~
 - ~~ix. a criminal record; or~~~~
- ~~(b) health information.~~

~~The IPPs are relevant for how we collect information and how we store information (refer also to Records Management policies). Everyone's rights are protected by the Information Act which, together with a lot of other interesting information, can be accessed on: <http://www.nt.gov.au/justice/infocomm/index.shtml>~~

~~4.2.2 PROCEDURE FOR HOW TO COLLECT AND USE INFORMATION~~

~~Reviewed and amended on 9/2/10.~~

The kind and purpose of information collected and held

When a client contacts the NTWWCs for anything other than a quick query (a straight forward request for information or referral requiring less than 5 minutes) the NTWWC willwe collect a name, residential address, telephone number, email address, referral source, age category, employment status, union membership status, occupational category, industry category, cultural/linguistic background or heritage, whether the client has a disability, works in the private, community or public sector and what the issue/s for which assistance is sought (please note that some of this information is classified as 'sensitive information'). Sometimes the information can not be obtained, in which case the statistic will be recorded as unknown.

Formatted: Font: 14 pt, Bold

Statistical information without client identification details is collated and statistical reports are provided as required by the funding body.

If a client requires specialised assistance or advice, some case notes of the circumstances, instructions given by the client and the advice that has been given is recorded. The NTWWCWe collects this information in order to respond to subsequent client requests for assistance and to ensure a high quality of service in complex industrial relations matters. Information that is not relevant or necessary to the provision of high quality support and advice will not be recorded.

WeThe NWWC may also keep copies of documents or correspondence provided to us in relation to a client's problem or need for assistance, for example unfair dismissal or discrimination complaint forms. When a client provides us with this information, we use it only in order to support, advise, represent and assist and to track progress as issues are resolved.

How personal information is collected and held

Personal information about clients is requested directly from clients using designated intake procedures. Clients will usually provide sufficient identifying information to allow the NTWWC to comply with its professional obligations, including minimising conflicts of interest.

Formatted: Font: 14 pt, Bold

Formatted: Font: +Body

Formatted: Font: +Body

Formatted: Font: +Body

When clients indicate that they do not wish to provide any identifying information, NTWWC will provide assistance to the extent that they are able without identifying information.

Formatted: Font: +Body

Formatted: Font: +Body

When collecting personal information reasonable steps will be taken to ensure that the person is aware of:

Formatted: Space After: 0 pt

- who is collecting the information
- why it is being collected
- that the information will remain confidential.

Where possible, all personal information will be collected directly from an individual.

If information about an individual has been collected from someone else, reasonable steps will be taken, where practicable, to inform the individual of the above.

4.2.3 SHARING CLIENT INFORMATION

Approved 13/2/07

The NTWWC will not disclose, trade, sell or share clients' personal information within Australia or internationally. Where contact with or referral to another organisation is required, we the NTWWC will not disclose identifying details to anyone without a client's consent.

Where a client consents, we will take all reasonable steps to ensure that clients' personal information is disclosed only for the purposes for which it was provided by our client.

4.2.4 CLIENT ACCESS TO INFORMATION

Approved 13/2/07

~~Clients have the right to access personal information that the NTWWC holds about them.~~

~~It is important that the information we hold is complete, accurate and up to date. Clients are welcome to access their personal information held by us and to notify us about any errors.~~

If the NTWWC holds clients' personal information then the client may request to access or change the information. Once a request is made, NTWWC will provide a response and organise to give ~~you~~the client access to or change personal information.

When a client makes a request to access personal information the client can request ~~what the~~ format ~~in which~~ they would prefer to receive the information. However, access to some types of information may require the client to receive the information in person in the presence of a NTWWC staff member. The Coordinator ~~must view the file and approve any copies of material to be given to~~ the client prior to allowing the client access or copies.

Formatted: Font: +Body

In some circumstances, the NTWWC may deny client access to information. Reasons clients may be denied access include, that the information would be harmful to the client or others or it would be unlawful to provide the information.

Similarly, not all requests to change information will be granted. The NTWWC will only agree to change personal information that is inaccurate, out of date, irrelevant or misleading.

Requests to access or change clients' personal information can be made by contacting the NTWWC. A response will be provided as soon as possible.

Complaints

Clients who feel that the Australian or NT Privacy Principles have been breached by the NTWWC may make a complaint to the Coordinator or Chair.

Further information

Further information about the:

Australian Privacy Principles of the Commonwealth Privacy Act 1998 can be found at <https://www.oaic.gov.au/agencies-and-organisations/guides/australian-privacy-principles-and-national-privacy-principles-comparison-guide>

Information Privacy Principles of the Northern Territory Information Act can be found at https://infocomm.nt.gov.au/_data/assets/pdf_file/0006/184641/Privacy_IPPs_as_at_29_April_2013.pdf

Formatted: Font: 14 pt, Bold

Formatted: Font: 14 pt, Bold

Formatted: Font: (Default) Calibri