

## 2.8 POLICY ON PRIVACY AND CONFIDENTIALITY

**Hagar Australia will take every reasonable precaution to protect information about Hagar's clients from being made public. Hagar Australia will maintain any client information in a secure environment as is practicable and every caution will be exercised to ensure the safety of information.**

Personal information related to Hagar clients (throughout the global Hagar partnership) should only be utilised in the course of normal employment and should not be shared with an unauthorised person.

### **Use of Photos and Information**

Pictures, images, or other likenesses of children and/or information related to children that could compromise their care and protection will not be made available through any form of communication media.

Moreover, any images of children should not be accompanied by detailed information relating to their place of residence. Images with corresponding text which may identify a child should be removed. All photos of children are to be obscured and should be in accordance with Hagar International's Guidelines for Branding Strategy and Design (attached at Appendix 6) which promote the protection and dignity of Hagar's clients. Pseudonyms will always be used for minors.

### **Publications**

The following statement is approved by the Hagar Australia CEO for publication:

We respect your right to privacy and we recognise the trust you are placing in us through your dealings with us. As such, we do everything we can to maintain that trust. Our staff are employed on the basis that they will protect information about you. Staff and volunteers of the organisation sign a document safeguarding the privacy of your details held by the organisation.

Under law your rights to privacy are also protected. The *Privacy Act 1988* and general law place strict requirements on us to treat any information you give us as confidential.

The information you provide remains private and is only used for the purposes outlined below.

If Hagar Australia donors do not wish to receive any further information on Hagar Australia or to be contacted about our work, they will be given the opportunity to make this election each time information is sent, or they may contact our office directly to cancel any further communications.

### **Donor information**

Hagar Australia make all reasonable efforts to ensure that information is stored securely -both in electronic and physical forms. Stored information can only be accessed and modified by authorised Hagar Australia staff.

Any information that is no longer required is securely destroyed. An exception to this may be the retention of information for data analysis. However if this occurs then the information will be retained in a form that does not allow a donor to be identified from that information.

Hagar Australia will give donors access to the information we hold on them. This is consistent with our commitment to transparency. They may access their information at any time by contacting our office. Any incorrect information will be updated immediately. Hagar Australia's CEO will be responsible for resolving any complaints about confidentiality, in line with our Policy on Complaints and Feedback (4.11). If we do not answer concerns to the donor's satisfaction they may make a complaint to the Privacy Commissioner.