

**DATED**

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April 2016

**TUTAKI YOUTH INCORPORATED**

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**PRIVACY POLICY**

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## Tūtaki Youth Inc. Trust

### **POLICY:      PRIVACY**

Date First Issued:	April 2016
Review Dates:	Not applicable
Next Review Date:	April 2018
Responsibility:	General Manager and Tūtaki Youth Inc. Board
Authorised By:	Tūtaki Youth Inc. Board
Version:	1
Pages:	5

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#### **1. Purpose**

The purpose of this policy is to protect the personal information collected by Tūtaki Youth Inc.

#### **2. Policy Application**

This Privacy Policy applies to anyone who may have supplied personal information to Tūtaki Youth Inc.

The policy should be read in conjunction with the Client Record Keeping Procedure (Appendix A).

#### **3. Policy Definitions**

Personal Information is defined in the Privacy Act 1993 and refers to information about an identifiable individual.

#### **4. Policy Principles**

4.1. Tūtaki is committed to attaining a high standard of client record keeping, accurately documenting factual and relevant information pertaining to the client at each time of engagement.

4.2. Tūtaki will comply with the Privacy Act 1993 at all times of client engagement.

4.3. Tūtaki will respect the rights of the client to be informed on who will have access to personal information or documentation about them that is held by Tūtaki, and accordingly informs them when access has been given.

## **5. Policy Statements**

### **5.1. Collection of Personal Information**

- 5.1.1. It is necessary for Tūtaki Youth Inc. to collect personal information about staff and clients for monitoring purposes and health and safety purposes. Tūtaki Youth Inc. will only use personal information for the purposes for which it is collected.
- 5.1.2. When collecting personal information Tūtaki Youth Inc. will advise what the purpose for collecting the personal information is.
- 5.1.3. It is often necessary to collect personal information to protect the client and those working with clients and to fulfil contractual obligation and monitoring requirements from outside agencies.
- 5.1.4. Where reasonable and practicable, Tūtaki Youth Inc. will collect personal information from the person directly. Where collected from a third party, for example a school, parent or government agency, Tūtaki Youth Inc. will take reasonable steps to advise you that this has been done as swiftly as is practicable. In this event, Tūtaki Youth Inc. will confirm that personal details that have been supplied to them by the third party and verify their accuracy.
- 5.1.5. Tūtaki Youth Inc. will only ask for personal information once.

### **5.2. Disclosure of personal information**

Tūtaki Youth Inc. respects the privacy of the personal information collected and will take all reasonable steps to keep it strictly confidential. Tūtaki Youth Inc. may disclose your personal information to government agencies as they are required to by law. Otherwise we will not disclose personal information to any third party without consent.

### **5.3. Storage and protection of personal information**

- 5.3.1. Tūtaki Youth Inc. will record and store personal information. We will take all reasonable steps to ensure that personal information is secure and up to date, and is only able to be accessed by persons approved by the General Manager of Tūtaki Youth Inc.
- 5.3.2. Personal information may be stored on computers and in hard copy files. All personal information shall be kept securely, using all reasonable steps.
- 5.3.3. In the unlikely event that your personal information becomes known by a person unauthorised and it is suspected that this is as a result of disclosure from Tūtaki Youth Inc. the affected person should immediately notify the General Manager, who will immediately conduct an investigation about the information breach.

## **5.4. Accessing personal information**

- 5.4.1. At any time, any person who has personal information held by Tūtaki Youth Inc. is entitled under the Privacy Act 1992 to access to the personal information that is held and stored by the organisation (electronically and in paper form). Tūtaki Youth Inc. will endeavour to provide copies of the information within 20 working days of the request being made.
- 5.4.2. If it is established that the personal information held by Tūtaki Youth Inc. is not accurate, complete or up-to-date, the affected person should notify the organisation immediately and we will take all reasonable steps to correct the information so that it is accurate, complete and up-to-date.

## **6. Complaint**

If the instances that any person has a privacy related concern against Tūtaki Youth Inc., they may contact the Privacy Commissioner:

Office of the Privacy Commissioner  
PO Box 10-094  
Wellington, New Zealand  
Tel: 0800 803 909  
Email: [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)

## **7. Further Information**

Privacy Act 1993

Client Record Keeping Procedure (As attached)

## **Client Record Keeping Procedure**

1. Once new referrals have been received and information has been entered into the Tūtaki Referral Database a file is created. This file is kept in a closed case in the locked cupboard at reception until the next weekly Case Management Meeting takes place.
2. The new referral file is taken to Case Management meeting and allocated to the appropriate Client Case Holder. At this time the Client Case Holder that is identified will be in possession of the client file and ensure it is stored safely and securely within the open file section of their locked filing cabinet in their locked office.
3. The only time that this file will be removed from the filing cabinet is when work is being completed for that client. The file will then be returned back to the filing cabinet.
4. Client case notes commence at the time of engagement, accurately documenting factual information chronologically as it occurs. These notes are kept electronically in secure files only accessible to the Client Case Holder. At the time of closure, the client case notes are printed and added to the client file and stored within the closed section of the Client Case Holder's filing cabinet.
5. Once a client case has been closed for more than six months the client file is archived in Tūtaki Youth Inc.'s main filing cabinet within the administration area.
6. All clients are informed at the time of engagement of their right to request access to their file at any time.
7. Under no circumstances will any client files be removed from Tūtaki Youth Inc. Trust premises.
8. All client files will be kept for 7 years at which point they will be destroyed in a safe manner.
9. The personal information of the client will only be shared with agencies involved with their case if we are required to by law to release that information or if their health and safety or the health and safety of others is in jeopardy.

Date Adopted