**Purpose**

This policy helps Sirv follow the NDIS rules for Privacy and Dignity and how we manage personal information.

**Policy Aims**

Sirv is committed to:

* Treating each client with respect and dignity.
* Helping clients make choices about their care.
* Protecting client privacy.

**NDIS Quality Indicators**

Sirv will:

* Make sure each client’s privacy and dignity are respected.
* Keep client information safe and accurate.
* Explain clearly to each client why we collect their information and how it will be used.

**Scope**

This policy applies to all services at Sirv, and all workers (staff, contractors, and volunteers) must follow it.

**Related Documents**

This policy is connected to other rules and procedures in Sirv's Policy Register.

**Definitions**

* Sirv: The organization providing services.
* Client: The person receiving services, including NDIS participants.
* Personal Information: Any information that can identify someone.
* Sensitive Information: Personal details like health records or beliefs that need extra protection.
* Worker: Any staff, contractor, or volunteer at Sirv.

**Policy Statement**

How SIRV Communicates with Clients

SIRV will:

* Communicate clearly, respectfully, and honestly with clients.
* Ensure privacy is respected in all interactions.
* Provide support for clients who need help with communication, like interpreters.

**What Personal Information Does SIRV Collect?**

We collect details like:

* Name, contact information, gender, and birthdate.
* Health information and details about the client’s disability and needs.
* Records of conversations and services provided.

**Collecting Sensitive Information**

Sensitive information is only collected if necessary and with the client's consent, or if required by law.

**How SIRV Collects Personal Information**

We collect information through:

* Emails, letters, phone calls, or in person.
* Forms and from other organizations like the NDIS.

**Why Does SIRV Collect Information?**

We collect information to:

* Provide services and answer questions.
* Ensure we follow laws and regulations.
* Improve our services through surveys and research.

**How SIRV Stores Information**

* We store information securely, using locked cabinets and secure computer systems.

**Who Does SIRV Share Information With?**

We may share information with:

* Government agencies like the NDIS.
* Legal representatives and other service providers.
* Contractors helping us with things like IT or marketing.

**How SIRV Keeps Information Safe**

We protect personal information with:

* Online security measures like passwords and encryption.
* Limiting access to only those who need it.

**Keeping Information for Seven Years**

We keep client records for at least seven years after they stop being clients.

**Safe Disposal of Information**

When we no longer need personal information, we destroy it securely.

**Privacy Incidents**

Privacy incidents could happen if personal information is shared accidentally or accessed by the wrong person. If this happens, it should be reported immediately.

**Reporting Privacy Incidents**

If there’s a privacy breach, we report it to authorities like the NDIS Commission or the Australian Information Commissioner.

**Client Rights to Access or Correct Information**

Clients have the right to see and correct their personal information.

**Complaints**

If a client has a complaint about how their information was handled, it will be managed through Sirv's complaint system.