



## **POL 1010 Confidentiality Policy**

### **Organisational**

#### **Policy Statement**

This policy has been designed to ensure a consistent approach to all matters relating to privacy and confidentiality in the workplace.

#### **Application**

This policy applies to employees, volunteers, student placements and contractors at Guide Dogs Queensland (GDQ).

#### **Definitions**

**Confidentiality** applies to the relationship of confidence. Confidentiality ensures that information is accessible only to those authorised to have access, and is protected throughout its lifecycle. Confidential information may be marked as such or deemed confidential by its nature; for example, it is information that is not available in the public domain.

#### **Policy**

GDQ provides quality services in which information is collected, stored, used and disclosed in an appropriate manner that complies with both legislative requirements and ethical obligations.

All persons working for or engaged by GDQ in any capacity, in any role, may have direct access to confidential and valuable data regarding the Associations' business activities, clients, financial or medical data, and sensitive and personal information of others.

Whilst every effort is made to limit access to confidential information to those individuals with a "need to know," users may gain access to other data from time to time in the course of their employment. Information access and privileges are issued to individuals with the understanding that they use the information obtained only in the conduct of their official duties, and that no information will be disclosed to any person who does not have an official "need to know."

In the interest of ensuring secure and proper use of data, and out of respect for the privacy of others, all staff and volunteers are required to sign a Confidentiality Agreement as part of the usual terms and conditions of employment set by the Association.

This policy also applies in conjunction with GDQ's Privacy Policy.

### **Associated Documents/Legislation/Standard**

#### **Documents**

- FOR 1010.01 Confidentiality Agreement Form
- FOR 1800.11 Volunteer Peer Support Program Confidentiality Undertaking and Code of Conduct
- POL 1002 Privacy Policy

#### **Document Control**

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