

# OPS01

# Privacy Policy

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# Introduction

## **Purpose**

The purpose of this policy is to outline how Castings Tasmania handles any customer, client or employee information gathered in its operations.

## **Scope**

This policy applies to all Castings Tasmania employees.

## **Responsibilities**

- All employees must act in accordance with this policy.
- Castings Tasmania must collect and handle personal information and health information in accordance with the Privacy Act 1988 (Commonwealth), Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) unless otherwise required by law.

# General Statement of Policy

## Employees

Castings Tasmania is committed to responsibly managing the information provided to Castings Tasmania by individuals, employees and organisations in accordance with the Privacy Act 1988, Australian Privacy Principles (APPs), and relevant legislation and standards.

Sensitive personal information such as details about a person's race, ethnicity, political opinions, membership of political associations, membership of professional associations and trade unions, religious or philosophical beliefs, sexual preferences, health and genetic information or criminal records, may be disclosed in the course of business dealings.

Employees of Castings Tasmania, and those providing products or services on behalf of the Company (e.g. contractors or suppliers) have a responsibility to ensure that this information is appropriately managed.

## Maintaining Privacy and Confidentiality

Castings Tasmania acknowledges and respects the privacy of individuals and organisations in accordance with the privacy standards set out in the Australian Privacy Principles (APPs) and relevant legislation. A summary is as follows:

- Personal or organisational information will only be collected with prior knowledge and consent.
- Personal or organisational information provided to Castings Tasmania will only be used for the purposes for which it was collected, and this information shall not be used for any other purpose without consent.
- Personal or organisational information provided to Castings Tasmania shall not be disclosed to a third party or other institutions or authorities without consent, except if required by law or other regulation.

- Personal or organisational information provided shall be kept until it is no longer required, at which time Castings Tasmania may decide to destroy the information by shredding or disposal by document security (except where archiving is required).
- The information held on a client or organisation will be up-to-date, relevant, non-obtrusive and objective.
- Castings Tasmania will take reasonable steps to correct inaccurate, incomplete or out-of-date information on a regular basis.
- Castings Tasmania has processes in place to securely protect the information under its control from unauthorised access, improper use and alteration.

## Collection of Personal Information

The personal information collected depends on the nature of the individual's relationship with Castings Tasmania and the nature of any support services provided.

Castings Tasmania may collect personal information in person, through its website, over the telephone, through written and electronic correspondence through hard copy forms (such as feedback forms) and, in limited cases, from third parties.

# General Statement of Policy

## Client information

Castings Tasmania uses client's personal information to ascertain their needs and ensure that the correct provision of support services is available to the client. Castings Tasmania does not disclose client personal information to any third parties.

The information that Castings Tasmania holds on our clients constitutes health information and is handled in accordance with the Health Records Act 2001. Information collected will be held for a period of seven years from the last time the person to whom the information relates was provided a service. If the health record is that of someone under the age of eighteen, that information will be held until that person turns twenty-five years of age.

## Employee's Personal Information

Personal information is filed on your individual personnel records file and is securely stored. A copy of your emergency contact details will be provided to the Chief Executive Officer (CEO) to be used in case of an emergency.

Access to personal information is restricted to the CEO and General Manager.

Individual employees may apply to the CEO and/or the General Manager to access personal information. The CEO and/or General Manager must be satisfied that the individual request for this information is genuine and/or if the person has provided permission for the employee to access their information (particularly for health and safety personal information).

Individual employees of Castings Tasmania accept responsibility to notify management of any changes to their personal information.

Managers will not disclose reference information about a Castings Tasmania employee (or former employee) to a third party until they are satisfied that consent has been given by the employee (or former employee). The consent may be either verbal or written in the form of a request, a consent form, directive or letter.

**Note:** Providing information that relates directly to the employment relationship between an employer and employee is not a breach of federal privacy laws. This type of information can include things such as the employee's skills, performance, conduct, and their terms of employment.

## Quality and Correction of Personal Information

Castings Tasmania takes reasonable steps to ensure that:

- the personal information collected is accurate, up-to date and complete
- when using and disclosing the information, the information is relevant for the purposes of the use or disclosure.

Castings Tasmania will not charge for making a request for access or correcting of personal information. If an individual believes that the personal information that Castings Tasmania holds about the individual is inaccurate, incomplete, out-of-date, irrelevant or misleading, the individual may contact Castings Tasmania to have the information amended.

Where Castings Tasmania is satisfied that the information should be corrected, Castings Tasmania will take reasonable steps to correct that information. If Castings Tasmania does not agree that the individual's information needs correcting, Castings Tasmania will provide written notice of the decision, including the reasons and our complaint process if the individual is not satisfied with the decision.

## Privacy and the Internet

### Protecting information provided via the Internet

Castings Tasmania's website uses security encrypted response forms when personal and financial details are requested. These forms are subject to compliance requirements with Payment Card Industry Data Security Standards (PCI-DSS) as well as the privacy principles.

# Implementation

## Breach of this Policy

Failure to comply with the principles of this policy, or of the supporting procedures and forms, could result in appropriate disciplinary actions, suspension, termination of employment (dismissal) or termination of vendor contracts and agreements. Additionally, individuals may be subject to loss of Company access, privileges, civil, and/or criminal prosecution.

## Policy Review

This policy will be reviewed annually or as required to reflect changes in business practice or legislation.

## Dissemination of Policy

A copy of this policy will be made available to each worker upon commencement of work and additional copies made available upon request.

## Authority and Responsibility

This policy is issued under the authority of the Chief Executive Officer of Castings Tasmania.

## Legislation

- a) Privacy Act 1988 (Commonwealth)
- b) Privacy and Data Protection Act 2014 (Vic)
- c) Health Records Act 2001 (Vic)

A handwritten signature in black ink, appearing to read 'Doug Rowe', with a date '21-7-2023' written below it.

**Doug Rowe**  
**Chief Executive Officer**  
**Date: 21st July 2023**





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**[www.castingtas.com.au](http://www.castingtas.com.au)**