Privacy Statement

Purpose: RISE recognises the need to protect the information, understandings and circumstances relating to a client and will keep accurate information about a client in a secure place and have a clear procedure stating how and when this information may be disclosed to others and steps taken when there is a notifiable breach.

Scope: RISE will keep accurate records and case notes on every contact with clients or services in a safe and secure place, will specify when and how client information may be disclosed to others and will be aware of and comply with requirements under the Privacy Act 2020, Family Violence Act 2018 and the Oranga Tamariki Act 1989 and any other legislation that from time to time relates to the rights of clients.

The Family Violence Act 2018 and Oranga Tamariki Act 1989 will override aspects of the Privacy Act regarding sharing information where our obligations require us to share information in family violence situations

Client information: All request for clients requesting their files needs to come through the General Manager. The General Manager is responsible for releasing any information held by the organisation.

Individual clients are entitled to correct any personal information by

- requesting a correction
- requesting that a correction statement be attached to the information
- corrections need to be noted in the clients EXESS file

Storage of information: All information pertaining to individuals whether, staff, volunteers or clients shall be kept in secure locked areas to which only relevant people shall have access. This includes internal and external reports that identify individuals. Client files are kept on EXESS CMS. When client files are ready for closing any paper files will be loaded onto the electronic client file and paperwork shredded

> The agency shall not keep personal information longer than is necessary.

- Personal information for employees will be held for 6-years following the ending/termination of their employment / contract after which it will be destroyed.
- Client information is held electronically through the EXESS CMS.
- Unsuccessful job applications and CV's will be held for 12-months after which they will be destroyed.