

# Macarthur Companion Services

## Privacy & Confidentiality Policy

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*(Your logo will appear in the header/footer when exported)*

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## Privacy & Confidentiality Policy

### 1. Cover Page

**Macarthur Companion Services**

**Privacy & Confidentiality Policy**

Protecting Personal Information & Client Rights

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### 2. Purpose

This policy outlines how Macarthur Companion Services (MCS) collects, uses, stores, and protects the personal information of clients, carers, staff, and stakeholders.

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### 3. Policy Statement

Macarthur Companion Services complies with the **Privacy Act 1988, Australian Privacy Principles (APPs)**, and all relevant confidentiality requirements.

We are committed to ensuring: - Personal information is collected lawfully and fairly - Only necessary information is collected - Information is stored securely - Client confidentiality is always protected - Clients may access their personal information on request

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### 4. Scope

This policy applies to: - All employees - Support workers and contractors - Volunteers - Clients and their representatives

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## 5. What Information We Collect

MCS may collect: - Personal details (name, address, contact details) - Health and medical information relevant to support needs - Emergency contacts - Service history - Notes relating to client wellbeing or risk

Only information necessary for service delivery is collected.

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## 6. How Information is Collected

Information may be collected through: - Service intake forms - Phone calls or emails - Client meetings - Referrals from authorised third parties - Progress notes and support worker documentation

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## 7. Use of Personal Information

Personal information is used for: - Assessment, planning, and provision of services - Communication with clients and carers - Ensuring health and safety - Meeting legal and funding obligations

Information is never sold or disclosed without consent unless required by law.

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## 8. Storage & Security

MCS protects information by: - Secure digital storage with password protection - Locked filing cabinets for paper records - Restricting file access to authorised personnel only - Confidential disposal of outdated records

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## 9. Client Rights

Clients have the right to: - Access their personal information - Request corrections to inaccurate records - Withdraw consent for information sharing - Know how their information is used - Make privacy-related complaints

Requests will be responded to within **10 business days**.

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## 10. Information Sharing

Information will only be shared: - With client consent - With authorised representatives - With medical professionals in emergencies - When legally required (court order, mandatory reporting)

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## 11. Breach of Privacy

If a breach occurs: - The Director is notified immediately - The client is informed promptly - Steps are taken to contain and investigate the breach - Improvements are implemented to prevent recurrence

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## 12. Privacy Complaints

Clients may lodge complaints: - Directly to MCS - To the Office of the Australian Information Commissioner (OAIC)

All privacy complaints are handled sensitively and promptly.

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## 13. Header & Footer Instructions (For PDF Export)

**Header:**

*Macarthur Companion Services – Privacy & Confidentiality Policy*  
(Logo aligned right)

**Footer:**

*Macarthur Companion Services © All Rights Reserved — Page {{page}} of {{total\_pages}}*

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Please confirm when you're ready and I will generate the next policy: **Code of Conduct.**