

Meeting Notes from Tautoko Network Meeting

April 2018

PRIVACY

We were delighted that Taylor Shaw's Amy Kennerley was able to present to our meeting *tautoko Network: Supporting the Community Sector* earlier this month. Amy referred to the wealth of information and guidance available through the website of the Privacy Commissioner, and in particular the Principles of Privacy. Here's the link: <https://www.privacy.org.nz/the-privacy-act-and-codes/privacy-principles/>.

The principles provide guidelines on the control of information. Amy said that full and frank disclosure promotes trust in a relationship; authorisation is needed to disclose. *As a general rule, disclosure should not be made to third parties.*

The Privacy Act is overseen by the Privacy Commissioner - there is a great blog on the site referred to above, and also a free helpline. Regarding recording, it is not an offence to record a conversation; what you do with that recording is where an issue may arise. Amy suggested that when dealing with clients, best practice is to act as if you are being recorded always! How long information should/had to be retained was also raised; rule of thumb is that it *should not be retained for longer than required.*

Collecting information is a clearer area for discussion; let's not forget, though, access to information visible to visitors via computer screens, for example. Staff information (including volunteer staff) should be kept in lockable cabinets. *Think: 'if it was my personal information, how would I like it to be treated?'*

Organisations should have a privacy policy - and a 'go to' person re privacy issues, i.e. a Privacy Officer.

A useful resource on privacy can be found on Volunteering Canterbury's webpage "Resources".