

## Privacy Information Handout

Our participants that are connected to Employment Plus (EPlus) through employment or training have information about themselves that is protected under the Privacy Act 1988 and Social Security (Administration) Act 1999.

*Protected information is defined as Information about a person that was obtained by an officer under the social security law; and is held or was held in the records of the Department or Services Australia.*

- *Personal information means information about an individual that can be easily identified by name, address, date of birth, resumes or photographs.*
- *Sensitive information is a subset of Personal Information which may include criminal records, health information including illness or injury, racial or ethnic origins.*

As a provider delivering employment services on behalf of the Department of Employment and Workplace Relations, and Department of Social Services, it is important for us to understand how to handle their information and keep it safe and confidential.

### Who is an EPlus participant?

An EPlus participant is an individual who is connected to The Salvation Army and receiving employment service assistance in one of our programs (Workforce Australia, Disability Employment Services, ParentsNext or Jobs Victoria Employment Services) to:

- Gain sustainable employment or
- Be referred to participate in education or training to upskill and improve their employability.

### How to handle a participant's personal information

When handling information about our participants, it is important that their personal information is not shared or discussed with recipients that may not have the appropriate authorisation.

For example: an email from your company is communicated to 2 or more recipients who do not have authorisation, and those recipients (which may include EPlus participants or combination with others) will have now gained personal information (such as email address) of each other that can easily identify who they are.

#### **Important notes:**

1. *Emailing directly to only EPlus staff is acceptable as we already hold the participant's personal information. This includes staff members that may not be directly involved in servicing a participant but have a valid business reason to access or obtain knowledge concerning a participant.*
2. *If there is any doubt about the sharing of a participant's information, this can be mitigated by obtaining consent in writing from the participant, explaining the reasons for the request.*

### Tips to protecting individual's personal information

#### *Sending bulk external emails*

- If an external email is to be sent to more than one recipient, you must use the BCC function so the recipients do not see each other's contact details.
- Do not include personal information about any participant in the body of the email that can easily identify who they are.

#### *Bulk text*

When a text is being sent to multiple recipients, never include information that can identify an individual.

#### *Delivering training in a group setting*

Avoid disclosing too much personal information about the participant in an open forum. That is, do not divulge information about them that can easily identify who they are (online meetings) and, in some cases, whether they are a job seeker on Income Support Payments.

By following these simple steps, we will ensure participants' privacy is protected, and EPlus adheres to the Australian privacy principles and Department contractual requirements in this area.

### Where can I get more information?

You can go to The Salvation Army website to locate our Privacy Policy [Privacy Policy | The Salvation Army Australia](#), or contact one of Employment Plus staff members at our local office, or via email [privacy.eplus@salvationarmy.org.au](mailto:privacy.eplus@salvationarmy.org.au)