

Privacy - Personal Information

Standard Operating Procedure

Purpose and scope

This standard operating procedure (SOP) outlines Spectrum Care's expectations for collecting and managing a person's personal information.

Such information must be collected and managed in accordance with the Privacy Act and the person's rights.

Responsibilities

- All managers must make sure that their own staff members understand this SOP.
- All staff members must follow this SOP.

Procedure

1 Before commencing a service

Prior to commencing service, it is necessary to collect personal information from and/or about the person that will receive the service. It may also be necessary to collect some personal information about the person's family/whanau/guardian ('representative').

The information that is collected is required to determine and confirm a support service to meet the person's needs. This information will be documented in an Entry to Service Agreement that is signed by the person and/or their representative.

The personal information that will be collected as part of the Entry to Service procedure includes:

- Name of person
- Contact details
- Age
- Gender
- Health
- Name of representative
- etc

2 After commencing a service

When the person and/or their representative sign an Entry to Service Agreement, they authorise Spectrum Care to collect information on an ongoing basis, related to their support and the service(s) they are receiving. Services may not be able to be provided without this authorisation.

The personal information that is collected supports, and is about, the person's health, wellbeing, activities, preferences and achievements. The types of information is broad but will also vary

according to the services that are provided. For example, some services will require collection of financial information and others will not.

3 Declining permission to collect personal information

A person and/or their representative may:

- Decline to provide their personal information; and/or
- Refuse to give consent for the collection of their personal information, including from other sources; and/or
- Decline or refuse to provide specific classes of personal information.
- Consent may be withdrawn at any time

Failure to provide consent to the collection of personal information that is necessary in order to provide a safe and effective services may be grounds to refuse or suspend services. However there must be consultation with the person, their representatives and other key stakeholders prior to making a decision. The key factor to take into account is the extent to which the information is necessary for provision of the service. A request to exclude specific classes of information a person or their representative does not wish to be collected must be carefully considered.

4 Where will the information be stored and who will have access?

- Internal: support staff, managers, and administrative roles. But only as and when required
- External: what will be shared with person's representative (this should be documented in the Entry Agreement)
- External: Spectrum Foundation (this should be documented in the Entry Agreement)

5 Sharing personal information externally

- Funder (this should be documented in the Entry Agreement)
- The Ministry of Social Development – Disability Support Services and health providers (e.g. GPs) and other service providers that contract with the person or with Spectrum Care to provide a service to the person (this should be documented in the Entry Agreement)

6 How long will it be kept?

- Information about a person must be retained indefinitely. The information must not be destroyed (or altered once finalised)

Internal audit

Note: The <> symbol indicates the content that will be included in our internal audit program.

References

There are no references at this time.

Relevant HDSS Standard (where applicable): TBA

Related documents

Policies	Management standards	Other documents
POL-11 Privacy	MS-11B Personal Information (Privacy)	SOP-11Bb Personal Information Consent - Supported Decision Making
POL 04 Rights Realisation	MS-04L Choice and Decision Making	SOP-04La Choice and Decision Making
		SOP-11Bc Records and Information Archiving and Retrieval
		FORM-11Ba1 Personal Information - Consent to Use
		FORM-11Ba2 Personal PHOTO - Consent to Use

Document linkages (TBA)

Feature	Notes
Code of Rights	
Cultural implications	
Enabling Good Lives (EGL)	

Template updated 19 October 2021