

Summary

Objective

When disclosing any information, we must ensure that it is covered under either the Official Information Act (OIA) 1982 or the Privacy Act 2020. We must also take care to protect the privacy of individuals at all times (see Privacy check before disclosing information).




There are a number of methods we can use to disclose information. For each method there are rules you need to follow. They are outlined and linked below.

Owner	Name withheld
Expert	Name withheld

Policy

PROCESS Privacy check before disclosing information Policy

1.0 Disclosing information using email

- a** Always email out of EOS or relevant business system(s) ensuring that there is a record of any emails being sent. Any attachments can be password protected depending on content, if you are unsure whether this information needs to be password protected please contact the Privacy Team.
 - b** If you're using email to send or receive client information ensure you:
 - remember the "one email, one client" rule. Each email you send, with or without attachments, must only refer to a single client or recipient
 - send your email and attachments to a verified email address
 - complete a privacy check
 - check any attachments are for the correct recipient
 - check all email threads and delete any information that is not relevant to the client
 - ask another staff member to double check attachments if you have any doubts about sending the information
 - never use a Multi-Functional Device (MFD) to send documents outside of ACC
 - use the security pop ups to ensure the email is classified correctly, labeled correctly, and is being sent to the correct party
-  Send an email from Eos (Te Whāriki)
 -  Verify an email address in Eos (Te Whāriki/Eos Online Help)
 -  What to include in emails to clients, providers and employers Policy

NOTE Can I disclose a screenshot of Eos or another ACC system?

Disclosing a screenshot of Eos, MFP or another ACC system is not best practice, as there is a risk of including information that is not appropriate for that party to see. In most cases you should be able to summarise the information. In some cases (e.g. purchase order or payment details) you could take a snip of the relevant section of the screen and share that, making sure that it doesn't include personal information that is not relevant to that recipient.

2.0 Disclosing information by post

- a** You can use post to send client information to a verified address if it is a minor enclosure, or on a password protected CD or USB.

You must carefully check the items that you place in the envelope to make sure:

- they relate to the right client, the right claim(s) and the right request
- multi-page items are stapled and there are no missing pages or extra pages attached.
- If you are printing more than one letter please ensure you are sending one letter per envelope.

Ensure the envelope is securely sealed before sending.

NOTE What if it is a substantial enclosure?

You can send substantial enclosures by password protected CD or USB.

or

You can send substantial enclosures by post instead of Track & Trace Courier ONLY IF:

- Obtain the client's agreement for it to be posted, ESPECIALLY if it contains sensitive personal information. Ensure you have explained the nature of the material in the enclosure
- Ensure your conversation, and the client's agreement to send by post, is clearly recorded in EOS (e.g. Contact note)
- Check with the client before sending each enclosure.

If the client has any concerns about the material being posted then you must use an alternative delivery method, such as a courier.

 **PROCESS** Prepare and Send Client Information by Courier

NOTE Minor vs Substantial

A minor enclosure is routine correspondence or one or two short documents.

A substantial enclosure generally contains varied and potentially sensitive health information or multiple documents.


3.0 Disclosing information by courier

- a** You can only use a courier to provide information to a client, client advocate or client lawyer if you have the client's consent to do so. This consent must come after you've made them aware of all the risks involved with sending their information by courier (see the ACC6181 Receiving personal information by courier information sheet).

Before providing any information by courier, you must:

- check the recipient's address is "Verified" and "Valid"
- confirm the recipient's authority to receive the information
- place the information in a clearly addressed envelope or package before you put it in the courier bag.

If you want to send sensitive or confidential information by courier you must use the 'pre-alert' method.

 ACC6181 Receiving personal information by courier

 How to Send a Courier / Post a Letter

4.0 Disclosing information by fax

- a** Faxing information is to be used as a LAST resort for disclosing information. The other options above should be looked into first.

 CLI07 Fax cover sheet