

All staff have a responsibility to ensure privacy rights are respected and applied.

If you are unsure about the privacy rules below or whether information can be shared, please speak to your team leader.

[Click here](#) to read our privacy policy in full.



### Staff must always:

- Comply with laws
- Treat all information in a professional manner
- Protect the privacy and confidentiality of families and individuals
- Keep information confidential
- Prevent unauthorised sharing to other people
- Immediately notify management if you see any unauthorised sharing or use of confidential information
- Maintain confidentiality, even after leaving Zest Care
- Keep records you are responsible for up to date
- Only use Zest Care approved systems such as Good Human to store data.

### Staff must never:

- Give your personal details to customers or families or receive their personal details
- Take any confidential information from the office or Good Human app without written authorisation
- Copy, memorise, translate, extract, summarise, reproduce or reverse engineer any confidential information
- Discuss any customer details including their supports, family, home or Support Workers with anyone except permanent staff employed in the relevant team e.g. Family Services or Disability Services
- Reveal any information regarding the customer, their supports, family, home or Support Workers on any social media platform or by any other means (even if the information is anonymous).