



10 East Street | PO Box 68-134 | Newton | Auckland | 1143

Auckland Drug and Information Outreach Trust

Privacy Policy

Introduction

This policy sets out the ADIO Trust's approach to protecting the privacy of its clients.

The ADIO Trust is an independent charitable trust and has been operating a public health service since 1989. We operate under the Health (Needles and Syringes) Regulations 1998 and have contracts for service with the Ministry of Health for needle exchange services and District Health Boards for hepatitis C services.

Needle Exchange Service

The ADIO Trust is part of the New Zealand Needle Exchange Programme and provides a confidential service, distributing sterile injecting equipment and advice on reducing the risks of injecting to our clients, who are people who inject drugs, steroid users, home-based tattooists and skin piercers.

The ADIO Trust's needle exchanges offer a welcoming and non-judgmental approach to clients accessing our service. Our staff neither condone nor condemn actions and behaviours relating to the use of illicit drugs. We serve all our clients without prejudice.

The ADIO Trust is committed to harm reduction. Our health goal is to reduce the transmission of blood-borne viruses from injecting drug use and other skin piercing activities through harm reduction strategies. Confidentiality of our service to clients is key to that.

Health and Safety in Work Act 2015

The ADIO Trust has obligations under the Health and Safety in Work Act 2015 to ensure the health and safety of staff while they are carrying out their work and that the health and safety of other persons is not put at risk from the work we carry out.

The Ministry of Health require needle exchanges to have robust policies and protocols to deal with and address security of staff and premises and minimise risk to staff, clients and the public. To protect our staff the ADIO Trust has policies relating to the risks in our work environment, such as needlestick injuries and blood spills.

It is also important that the ADIO Trust protects its clients when they visit its exchanges. During the COVID-19 pandemic, the ADIO Trust complied with the requirements of the various alert levels the Government put in place. These are for the protection of both clients and staff. ADIO Trustees considered it necessary to increase security at the ADIO Trust needle exchange at 10 East Street and approved the installation of a security camera. This needle exchange is the busiest in New Zealand and situated in the Auckland CBD, an area with a high crime rate.

Security Camera

The security camera is for the safety and security of staff and clients and to monitor any incidents occurring in the client reception area.

The security camera captures a view of the front door entry and reception area, but not the counter where the transaction with the client occurs.

The security camera does not record any audio (sound).

Lawful collection of information

The lawful purpose of the camera is to monitor activity in the reception area for the purpose of keeping clients and staff safe. Recording this information is reasonable given the obligation of the employer, the ADIO Trust, for the health, safety and security of staff and for clients visiting the exchange.

The information will only be used or disclosed for the purposes for which it is collected, namely, for health, safety or security purposes.

Clients have been made aware of the presence of the camera by signage at the front door and near where the camera is installed on the wall, and by this Privacy Policy placed on the ADIO Trust's website.

Protocol for the use and operation of the security camera

The security camera was installed by the ADIO Trust's security company, who advised about its management and how to safely and securely store the information for no longer than is necessary.

- Recordings are automatically deleted after two weeks and no copies are made
- The intended recipient of the information is the Regional Manager only
- The Regional Manager will only review a recording in the event there is an incident involving a person who puts a staff member or members, the ADIO Trust or its clients at risk

- Disclosure of recordings will only occur as required by law, under the Privacy Act Principle 5

Responsibility

This Privacy Policy has been approved by the ADIO Trustees and the Regional Manager has overall responsibility for overseeing the Policy. Compliance with the Policy is the responsibility of ADIO Trust's auditor and the Policy will be reviewed every two years.

Free Hepatitis C Clinic – patient confidentiality

The ADIO Trust also operates a free Hepatitis C Clinic at its needle exchange at 10 East Street and some clinics at some of our other needle exchanges (NINE at 57 Robert Street Whangarei; ADIO Wellsford at 3 Station Road, Wellsford and ADIO South at 605D Great South Road, Manukau).

Clients who visit these clinics are protected by the Health Information Privacy Code 1994. This regulates how health agencies collect, hold, use and disclose health information about identifiable individuals. The code recognises that people expect their health information:

- to be kept **confidential**, because it was probably collected in a situation of confidence and trust
- to be treated as **sensitive**, because it may include details about body, lifestyle, emotions and behaviour
- may have **ongoing use** if a piece of medical information becomes clinically relevant even a long time after it was initially collected
- will be **used for the purposes** for which it was originally collected and they will be told about those purposes.

The ADIO Trust abides by the requirement to maintain strict confidentiality of patient information at all its clinics, in accordance with the Health Information Privacy Code Rule 11 which prohibits disclosure except where one or more of its exceptions apply.
