

Standard Operating Procedures For Security Staff - Information Requests

When can I release personal information to third parties?

"Personal information" means information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Security staff are only authorised to release personal information in three circumstances:

1: With consent.

You can release personal information if you have the express consent of the person who the information is about. Consent can be written or verbal, so long as it is informed, specific and clear.

An example is if a third party requests contact details of a student and the student has given his/her consent to the University disclosing his/her contact details to that particular third party.

2: In an emergency.

You can release personal information (other than personal information relating to ethnic or racial origin, political opinions, religious or philosophical beliefs, trade union membership or sexual activities) if:

- there is a serious threat to the life or health of an individual; *and*
- the threat is imminent; *and*
- you genuinely believe that your release of the information is reasonably necessary to prevent or lessen the threat.

An example is if a student is actively threatening fellow students with a weapon, and you need to alert police.

3: To report a crime.

You can release personal information to police if:

- a student or staff member has been the victim of a crime, and
- we have requested police assistance, and
- releasing personal information to the police quickly (i.e. without waiting for approval) is necessary for the police to investigate the offence.

An example is if quickly giving police a description of a fleeing suspect is necessary so they can try to apprehend the suspect.

What should I do with all other requests for personal information?

Apart from the circumstances described above, where a third party requests personal information from you, you must not disclose any personal information and must immediately contact the appropriate contact person identified below.

Additionally, if you have any uncertainty in relation to the circumstances described above or whether information is personal information or if you are unsure whether you are able to disclose personal information, you should immediately contact the appropriate contact person identified below, before disclosing any personal information.



Media requests - should be referred to the Head of Communications and Publications, Ph: 0439 680 748.

Search warrants - co-operate with police officers executing a search warrant. ***Immediately*** notify the SCU Legal Office and seek assistance, and request the officers not to remove any documents until a University Lawyer has arrived. No information is to be produced in response to a subpoena, summons or notice to produce without the prior approval of the SCU Legal Office.

All other requests (including written requests or documents like subpoenas or notices to produce) - must be ***immediately*** referred to the SCU Legal Office who will deal with the issuing agency and determine what is the appropriate course of action to take.

Where can I find more information?

More detail is available in the SCU Fact Sheet *How to respond to a request for personal information from a third party*. If you have any questions, please contact the SCU Legal Office on (02) 6620-3465 or email legal@scu.edu.au.

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