Privacy Procedures

Clients Obtaining Access to Own Records

Client's have access to their own records through their person login into the Student Management System (SMS).

STEP 1 – Application to access own records – Paper-based/ documentation

No.	Who	Actions
1.1	**Client**	a) Client advises in writing they wish to view their own records "Paper-based" (i.e. Client file) kept by Nomi College.
1.2	**Admin**	a) Communicate with client confirming their needs. b) Confirm identify of the client. c) Arrange a date / time for the client to attend and view their records.

STEP 2 – Accessing own records

No.	Who	Actions
2.1	**Client**	a) Client arrives to view their own "Client file".
2.2	**Admin**	a) Verify identification of client. b) Retrieve client file. c) Provide private access for client to view their own records under supervision.
2.3	**Client**	a) Client views to view their own "Client file". b) Client is not permitted to remove any documentation from their own file, however may request a copy of the documentation.
2.4	**Admin**	a) Return client file to filing system.

NOMI COLLEGE

Privacy Procedures

Client Allowing Access of their Records to a third party

Client's have access to their own records through their person login into the Student Management System (SMS).

STEP 1 – Application by a client for a third party to access client records / information

No.	Who	Actions
1.1	**Client**	a) Client completes **"Privacy Disclosure Form"** and submits to admin, allowing a third party to access the clients own records/ information.
1.2	**Admin**	a) Communicate with client confirming their needs. b) Confirm identify of the client. c) Confirm identify of the third party. d) Arrange a date / time for the third party to attend and view the records, or discuss personal details of the client. e) May need to communicate with Third party to arrange date and time. f) Note on the client records, both SMS and Client file, that a third party has authority to view records. g) Place **"Privacy Disclosure Form"** on client file.

STEP 2 – Accessing Client records by a Third party

No.	Who	Actions
2.1	**Third party**	a) Third party arrives to view the Client records "Client file", or calls to receive client specific information.
2.2	**Admin**	a) Verify identification of Third party. b) Retrieve client file. c) Provide private access for Third party to view the records under supervision, or provide personal information as permitted and written on the **"Privacy Disclosure Form"**.
2.3	**Third party**	a) Third party views the "Client file". b) Third party is not permitted to remove any documentation from the client file, however may request a copy of the documentation if this has been the instruction given by the client on the **"Privacy Disclosure Form"**.
2.4	**Admin**	a) Returns client file to filing system.