

Version	Date	Author	Change Description
1.0	July 2019	K. Kendall & S. Hunter	Policy Created

Policy Objective

This sets out the requirements for Service Management policies and practices in relation to confidentiality.

Rationale

The Manager must ensure the safety and confidentiality of information pertaining to Team Members, clients and their families. It is essential that all records and files are kept private and that all information provided to the facility is kept with confidence. Beyond the necessary sharing of information with professional colleagues, exercise professionals are to safeguard confidential information relating to clients in accordance with privacy laws.

Strategies and Practices

Confidential Information may include the following:

- Client Files and contact details
- Pre-screening and Medical information.
- Financial Information
- Attendance Records
- Computer Data

Confidential information must not be disclosed by Team Members unless prior approval by the Manager has been given

All confidential written information must be stored in a secure location.

Team Members may not speak to any representative of the media at any time or for any reason unless prior approval has been granted from Management

Important Relevant Documents

- *Fitness Industry Code of Practice*
- ***Business Principles and Guidance for Fitness Business. Principle 7: Ensure Proper records are kept and respect the privacy of their customers***
- ***Fitness Australia: Scope of Practice for Registered Exercise Professionals***

Notes

Information relating to this policy is communicated throughout the facility using a variety of the following:

Emails, Team meetings and memos, Notice boards and posters, pamphlets and information sheets, role modelling and signs displayed around the fitness facility.

Policy Written by: K. Kendall & S. Hunter		Date: July 2019
Final Approval by: Kylee Kendall	Approved Date: July 2019	Next review date: July 2020