

Privacy and personal data protection in Service-Learning projects

Important: Teachers should follow the Personal Data (Privacy) Ordinance and the policies and guidelines provided by your institution and collaborating partner(s). This document and the sample consents forms are modified from online resources to give you more information about personal data collection, getting consents in service-learning projects.

- The collection of service recipients' personal data should be necessary but not excessive.
- Staff members and students should not discuss confidential information in any setting unless privacy can be ensured. Staff members and students should not discuss confidential information in public or semipublic areas such as hallways, waiting rooms, elevators, or restaurants.
- Staff members and students should not disclose identifying information when discussing service recipients for teaching, learning, reflecting or presenting purposes without prior consent. Disguised names should be used in such events.
- Staff members and students should take reasonable steps to ensure that service recipients' records are stored in a secure location and are not available to others who are not authorized to have access.
- Personal data should not be kept longer than is necessary for the fulfillment of the purpose for which the data is used.
- Service recipient has the right to request access to and correction of their own personal data.
- Staff members and students may disclose confidential information when appropriate with **valid consent** from a client or a person legally authorized to consent on behalf of a client.
- Consent should be obtained from the service users before taking any audio or video recording during the service.
- The general expectation that staff members and students will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to the service user or other identifiable person. In all instances, staff members and students should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.

References:

Office of the Privacy Commissioner for Personal Data, Hong Kong. Retrieved on 23 June 2022:

https://www.pcpd.org.hk/tc_chi/data_privacy_law/6_data_protection_principles/principles.html

The National Association of Social Workers (NASW) Code of Ethics. Retrieved on 16 August 2022:

<https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English>