Privacy and security of client information held in the Client Information Management System (CIMS)

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To support homelessness agencies to report Specialist Homelessness Services (SHS) data, a client management system suitable for use in the homelessness sector is available to any agency that wishes to use it. This system, the Client Information Management System (CIMS), is a web-based application that is hosted by Infoxchange Australia.

This document describes the privacy and data security arrangements for all client information held in CIMS.

Access to client information held in CIMS
Client information in CIMS can only be accessed by authorised staff of agencies. Authorisation to access CIMS is managed within agencies by a CIMS Administrator who sets permissions to view or alter client information. Permission levels can also be set so that certain staff can only view summary client data. Administrators can audit access to the system.

Staff of the Australian Institute of Health and Welfare (AIHW) and NSW Government departments are not able to access any identifiable client information held in CIMS.

Privacy and data security features
CIMS will be hosted by Infoxchange Australia in secure data centre facilities meeting the strict privacy and security requirements of NSW Family and Community Services being primarily the Health Records Information Privacy Act 2002 (NSW) and the Privacy and Personal Information Protection Act 1998 (NSW), including compliance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

All CIMS users have a unique username and password identifying the type and level of access to the system. All access to the system will be logged and monitored. Users are timed out of the system if the session is inactive for a period of time.

CIMS provides a secure web link for every session. All data transmitted to and from CIMS is encrypted using 128 bit SSL encryption to ensure data security and privacy (the same level as most Internet banking facilities).

Infoxchange Australia is also required to monitor intrusion attempts and to periodically test CIMS to ensure that the system is safe from viruses and external unauthorised access.

CIMS is hosted on Infoxchange Australia servers located at a secure hosting facility in Australia. Comprehensive backup and disaster recovery facilities are in place at a second secured site to minimise disruptions to agency business processes. The data are further protected by maintaining the servers in facilities where the minimum standard security levels are: 24-hour security guards; electronic surveillance and entry; secure access protocols in place including photo ID and pre-authorisation of entry; and battery and generator backup.