

Information Barrier

for confidential client information

Caxton Legal Centre's information barrier (or firewall) is an arrangement we have made to store confidential information we hold about a potential client or previous client in a way that will prevent a potential conflict of interest arising.

TYPES OF INFORMATION BARRIERS

Physical files

We use a physical information barrier by placing physical records in a special archive location with restricted access.

Electronic files

We use an electronic information barrier to create restricted access to electronic client records.

INFORMATION BARRIER POLICY

Caxton has an *Information Barrier* policy, which guides how we set up and manage our information barriers. Caxton also has information barrier officers who are the employees responsible for maintaining our information barriers and alerting Caxton to any possible breach.

Client consent

Caxton will obtain consent from new service users to use the information barrier. The request for consent is phrased simply:

The personal information you provide to us will be kept confidential. If, for some reason, you do not end up receiving our assistance, we can assist the other party. Your file including your personal information will be destroyed in seven years after our last contact with you or longer if required by law.

This means that potential clients accept:

- services from Caxton on the basis that Caxton uses information barriers
- that Caxton's duty of disclosure to a client (the information we hold that we must share with them) does not extend to any confidential information about another client that may be held by us behind an information barrier
- that Caxton destroys client files after seven years unless required by law to keep certain documents for a longer period. When Caxton is required to keep documents longer than seven years, these will be firewalled behind an information barrier.
- that once a service user's/client's documents are firewalled behind the information barrier, they consent to Caxton providing services to new clients despite a potential conflict of interest because the information barrier is in place to prevent an actual conflict of interest arising.

Access to the *Information Barrier* policy

Clients are entitled to request a copy of the *Information Barrier* policy.

Further information about Caxton's information barrier can be requested from the information barrier officer by email caxton@caxton.org.au or by phone (07) 3214 6333.

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