

Greenacres Disability Services have always valued the privacy of personal information. When Greenacres Disability Services collect, use, disclose or handle personal information we are bound by the *Privacy Act 1988 (Cth)*(the 'act').

Greenacres Disability Service Privacy Policy

Greenacres Disability Services (Greenacres) respects the privacy of all people including members, our employees, volunteers, our participants/beneficiaries, donors, event/campaign participants, business partners/customers and online users. Greenacres is absolutely committed to safeguarding the personal information that is provided to us.

Purpose

The purpose of this privacy policy is to:

- clearly communicate the personal information handling practices of Greenacres
- enhance the transparency of Greenacres operations, and;
- give individuals a better and more complete understanding of the sort of personal information that Greenacres retains, and the way we control that information

Scope

This policy and procedure applies to all Greenacres members, volunteers, employees, participants/beneficiaries, donors, event/campaign participants, business partners/customers and online users.

- *Employee Records - This policy does not apply to the collection, holding, use or disclosure of personal information that is an employee record.*
 - An employee record is a record of personal information relating to the employment of an employee. Examples of personal information relating to the employment of the employee include, but are not limited to, health information and information about the engagement, training, disciplining, resignation, termination, terms and conditions of employment of the employee. Please see the Act for further examples of employee records.

Definitions:

Online users refers to anyone that accesses the Greenacres website www.greenacres.net.au or any other website produced by Greenacres

Personal information as defined by the *Privacy Act 1988* (as amended) is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.

Sensitive information as defined by the *Privacy Act 1988* (as amended) is information or opinion (that

is also personal information) about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record or health, genetic, biometric information or biometric templates, that is also personal information. The website means the Greenacres website.

Policy Statement

- 1.1 From time to time Greenacres is required to collect, hold, use and/or disclose personal information relating to individuals (including, but not limited to) its customers, contractors, suppliers and employees, in the performance of its business activities.
- 1.2 This document sets out the Company's policy in relation to the protection of personal information, as it applies under the *Privacy Act 1998* (Cth) the ("**Act**") and the Australian Privacy Principles ("**APP**").
- 1.3 The APPs regulate the handling of personal information.

Our obligations under the Privacy Act

This privacy policy sets out how we comply with our obligations under the *Privacy Act 1988* (Privacy Act). We are bound by the *Australian Privacy Principles* (APPs) in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.

Collection of Personal and Sensitive Information

If you would like to access any Greenacres Services on an anonymous basis or using a pseudonym, please tell us. If this is possible and lawful, we will take all reasonable steps to comply with your request. However, we may not be able to provide the services in question if we are not provided with the personal information requested.

The nature and extent of personal and sensitive information collected by Greenacres varies depending on the reason, and type of interaction with Greenacres.

Greenacres collects personal and sensitive information from employees, participants/beneficiaries, donors, business partners, customers, Greenacres people and online users.

Listed below are the types of data we collect, how we collect it & the purpose for which we collect. This list may vary over time and actual info may not be limited to these.

Kind of information collected – (not limited to):

- contact details (name, address, email etc.)
- personal details, including: date of birth, gender, income
- information on personal issues and experiences, relationships,
- family background, supports clients may have in the community
- areas of interest
- health information and/or medical history

How the information is collected:

- service entry registration
- membership applications
- online registration
- telephone calls
- forms

Purpose for which Greenacres Disability Services uses the information:

- to provide Greenacres services
- to provide participants/beneficiaries with the most appropriate services for their needs
- to meet requirements of Government funding
- to monitor and evaluate existing services and plan for future services
- to produce annual reports and for research purposes which may involve contracted organisations
- to comply with legal obligations
- to communicate with existing Clients, Carers, potential Clients, Members, affiliates, etc
- to process donations
- facilitate fund raising activities (such as advertising events)
- to establish and manage partnerships
- to process applications of membership
- to contact relevant people in times of emergency

Additional Information

The website may from time to time contain links to other websites. Greenacres stresses that when an online user accesses a website that is not the Greenacres website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check their website policy.

How We Collect Information

Where at all possible, we collect your personal and sensitive information directly from you. We collect information through various means, including telephone and in-person interviews, appointments, forms and questionnaires. If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please raise this with us.

In some situations, we may also obtain personal information about you from a third-party source. If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purposes for which we are collecting your personal information; and the organisations to which we may disclose your information, subject to any exceptions under the Act. For example, we may collect information about you from a health care professional, such as your doctor.

Health Information

As part of administering our services, Greenacres may collect health information. For example, Greenacres collects health information (such as medical history) from some participants/beneficiaries participating in Greenacres programs. When collecting health information from you, Greenacres will obtain your consent to the collection and explain how the information will be used and disclosed.

If health information is collected from a third party (such as your doctor), Greenacres will inform you that this information has been collected and will explain how this information will be used and disclosed.

Greenacres will not use health information beyond the consent provided by you, unless your further consent is obtained or in accordance with one of the exceptions under the *Privacy Act* or in compliance with another law. If Greenacres uses your health information for research or statistical purposes, it will be de-identified if practicable to do so.

Use and disclosure of Personal Information

We only use personal information for the purposes for which it was given to us, or for purposes which are related to one of our functions or activities.

For the purposes referred to in this *Privacy Policy* (discussed above under 'Collection of Personal and Sensitive Information'), we may also disclose your personal information to other external organisations including:

- Government departments/agencies who provide funding for Greenacres services
- Contractors who manage some of the services you access. Steps are taken to ensure they comply with the *Privacy Act* when they handle personal information and are authorized only to use personal information in order to provide the services

- Doctors and health care professionals, who assist us to deliver our services
- Other regulatory bodies, such as SafeWork NSW
- Referees and former employers of Greenacres, employees and volunteers; and candidates for Greenacres employee and volunteer positions; and
- Our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, Greenacres will not disclose an individual's personal information to a third party unless one of the following applies:

- the individual has consented
- the individual would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected)
- it is otherwise required or authorised by law
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- it is reasonably necessary to assist in locating a missing person
- it is reasonably necessary to establish, exercise or defend a claim at law
- it is reasonably necessary for a confidential dispute resolution process
- it is necessary to provide a health service
- it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety
- it is necessary for research or the compilation or analysis of statistics relevant to public health or public safety
- it is reasonably necessary for the enforcement of a law conducted by an enforcement body

Overseas storage:

We have not to date sent or stored personal information outside of Australia. If we were required to send information overseas, we would take measures to protect that information; either by ensuring that the country of destination had similar protections in relation to privacy, or we would enter into contractual arrangements with the recipient of the information that would safeguard privacy.

Our backup of data is encrypted, and we endeavour to enforce any third parties to retain this data on physical sites located in Australia only.

Security of Personal and Sensitive Information

Greenacres takes reasonable steps to protect the personal and sensitive information we hold, against misuse, interference, loss, unauthorised access, modification and disclosure.

These steps include password protection for accessing our electronic IT system, firewalls installed and securing paper files in locked cabinets that have physical access restrictions. Only authorised personnel are permitted to access these details.

When the personal information is no longer required, it is destroyed in a secure manner, or deleted according to our Records Disposal Policy.

Data Breaches

A data breach is an unauthorised access or disclosure of personal information or loss of personal information.

Greenacres has procedures in place to respond to any data breach in accordance with the Notifiable Data Breaches (NDB) Scheme as per the Australian Privacy Act. <https://www.oaic.gov.au/agencies-and-organisations/guides/data-breach-preparation-and-response>

Access to and correction of personal information

If an individual requests access to their personal information we hold about them or requests that we change that personal information, we will allow access or make the changes unless we consider that there is a sound reason under the *Privacy Act* or other relevant law to withhold the information, or not make the changes.

Requests for access and/or correction should be made to the Privacy Officer (details are available below). For security reasons, you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not compromised.

In the first instance, Greenacres will generally provide a summary of the information held about the individual. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in Greenacres databases and in paper files, and which may be used on a day to day basis.

We will provide access by allowing you to inspect, take notes or print outs of personal information that we hold about you. If personal information (for example, your name and address details) is duplicated across different databases, Greenacres will generally provide one printout of this information, rather than multiple printouts.

We will take all reasonable steps to provide access to the information requested within 14 days of your request. In situations where the request is complicated or requires access to a large volume of information or an archive search, we will take all reasonable steps to provide access to the information requested within 30 days.

Greenacres may charge you reasonable fees to reimburse us for the cost we incur relating to your request for access to information, including in relation to photocopying and delivery cost of information.

If an individual can establish that personal information Greenacres holds about her/him is not accurate, complete or up to date, Greenacres will take reasonable steps to correct the information.

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety;
- providing access would create an unreasonable impact on the privacy of others; the request is frivolous and vexatious
- the request relates to existing or anticipated legal proceedings
- providing access would prejudice negotiations with the individual making the request
- access would be unlawful
- denial of access is authorised or required by law
- access would prejudice law enforcement activities
- access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of Greenacres
- access discloses a 'commercially sensitive' decision making process or information; or
- any other reason that is provided for in the *Privacy Act*

If we deny access to information, we will state our reasons for denying access. Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the Complaints Procedure set out below.

Complaints Procedure

If you have provided us with personal and sensitive information, or we have collected and hold your personal and sensitive information, you have the right to make a complaint and have it investigated and dealt with under this complaints procedure.

If you have a complaint about Greenacres privacy practices or our handling of your personal and sensitive information, please contact our Privacy Officer (details available below).

All complaints will be entered into our database.

A privacy complaint relates to any concern that you may have regarding Greenacres privacy practices or our handling of your personal and sensitive information. This could include matters such as how your information is collected or stored; how your information is used or disclosed or how access is provided to your personal and sensitive information.

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable timeframe, usually 30 days or as soon as practicable.

However, in some cases, particularly if the matter is complex, the resolution may take longer.

Once the complaint has been made, we will try to resolve the matter in a number of ways such as:

- **Request for further information:** We may request further information from you. You should be prepared to provide us with as much information as possible, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept completely confidential.
- **Discuss options:** We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our Privacy Officer.
- **Investigation:** Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
- **Conduct of our employees:** If your complaint involves the conduct of our employees, we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
- **The complaint is substantiated:** If your complaint is found to be substantiated, you will be informed of this finding. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the issue from recurring.
- **If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this Privacy Policy has been followed,** Greenacres may decide to refer the issue to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.
- **At the conclusion of the complaint, if you are still not satisfied with the outcome you are free to take your complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au.**

We will keep a record of your complaint and the outcome.

We are unable to deal with anonymous complaints. This is because we are unable to investigate and follow-up such complaints. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try and investigate and resolve them appropriately.

Changes to this Privacy Policy

Greenacres reserves the right to review, amend and/or update this policy from time to time.

We aim to comply with the APP's and other privacy requirements which must be observed under State or Commonwealth Government contracts.

If further privacy legislation and/or self-regulatory codes are introduced or our *Privacy Policy* is updated, we will summarise any substantial modifications or enhancements in this section of our *Privacy Policy*.

How to contact us

Individuals can obtain further information in relation to this *Privacy Policy*, or provide any comments, by contacting us:

Greenacres Disability Services

Privacy Officer: General Manger – Finance & Governance

Assisted Contact

If you are hearing or speech impairment seek assistance to initially contact our Privacy Officer 02 4222 6207 and suitable arrangements will be made for you to communicate with us.

If you do not speak English; or English is your second language, and you need assistance to communicate with us, call our Privacy Officer and arrangements will be made for the use of a translator.

Post

Greenacres Disability Services
PO Box 1419 WOLLONGONG. 2500

Email

seanc@greenacres.net.au

Telephone

(02) 4222 6200 or 4222 6207

If you have any questions with regard to this Privacy Policy please do not hesitate to contact:

The Privacy Officer
General Manager – Finance & Governance
4 Ralph Black Drive
WOLLONGONG, NSW, 2500
Email: seanc@greenacres.net.au
Phone: 02 4222 6200