



PRIVACY STATEMENT

Personal information collected by Greenacres is protected by the Privacy Act 1988 (Cth) (the 'Privacy Act') and the Health Records and Information Privacy Act 2002 (NSW) ('HRIPA'). Personal information is any information that can be used to identify you and can include sensitive health information.

Greenacres follows the Australian Privacy Principles contained in the Privacy Act when handling personal information from participants/beneficiaries, business partners, donors, event and campaign participants, customers, online users, and other related parties, members of the public and GDS (including members, volunteers, Staff, delegates, candidates for volunteer work and prospective employees).

Greenacres has developed a Privacy Policy to protect your privacy. The Policy contains detailed information about GDS responsibilities, your rights, and the information that may be collected by Greenacres and how it would be used.

The primary purpose for collecting personal information is to provide the best possible service to people in need, including planning, funding, monitoring and evaluating our services. The kind of personal information we collect will depend on your relationship with Greenacres.

We usually collect personal information directly from you. However, we sometimes collect personal information from a third party such as your carer, trustee or authorised representative or from a publicly available source, but only if:

- you have consented to such collection or would reasonably expect us to collect your personal information in this way and/or
- it is necessary for a specific purpose.

We only collect personal information for purposes that are reasonably necessary for one or more of our functions or activities.

Your personal information may be used to:

- provide you with, and bill for, goods or services,
- liaise with Government departments and agencies,
- evaluate and improve services,
- generate reports,
- comply with legal and regulatory requirements,
- provide you with educational information on disability care and awareness,
- facilitate donations and fundraising activities,
- communicate with you about how your donation is used or about Greenacres Disability Services, causes, products and services which may be of interest to you,
- respond to your feedback or complaints,
- provide information if you are participating in a Greenacres event or campaign, and/or
- answer your queries.

It may also be used for:

- any other purpose for which it was requested and which was advised to you and/or
- any directly related purposes.



Please be assured that wherever possible Greenacres uses information in a de-identified form. Personal information will not be disclosed to third parties without your permission, except where permitted or required under legislation.

We take steps to protect all personal, sensitive and health information and Government related identifiers held by Greenacres against misuse, interference, loss, unauthorised access, modification and disclosure.

You can access the personal information that we hold about you, and you can ask us to correct the personal information we hold about you. For more information, see our Privacy Policy - 'Accessing or correcting your personal information'.

If you have an enquiry or a complaint about the way we handle your personal information, or to seek to exercise your privacy rights in relation to the personal information we hold about you, you may contact our Privacy Officer as follows:

Greenacres Disability Services
Privacy Officer – Chief People Officer
Phone: (02) 42222 6200
Email: privacy@greenacres.net.au

Remember, your feedback, complaints, compliments or suggestions will help Greenacres continue to provide quality services and achieve quality of employment and supports for our participants that are consistent with our Vision:

We Imagine

Every person with a disability creating their own positive future

We Will

Support people with a disability to transform their ideas and goals into experiences and achievements

We Believe In

Fairness, Inclusion, Respect, Excellence and Safeguarding

Chris Christodoulou
Chief Executive Officer