

Centacare is committed to protecting the privacy of your personal information. Our privacy practices are aligned with The Privacy Act 1988 and the Australian Privacy Principles (APPs). The information below sets out how we handle your personal information and the rights and obligations that both you and we have in relation to it.

## WHY WE COLLECT YOUR INFORMATION

As an organisation that provides services to individuals and the community, dealing with Personal Information is essential to our operations.

We collect your information to communicate with you, to provide you with services, and to meet our contractual and legal obligations.

## CENTACARE WILL ENSURE

- we meet our legal and ethical obligations as an employer and service provider in relation to protecting the privacy of people who use our service, staff, volunteers and other stakeholders
- people who use our service, staff and volunteers are provided with privacy when they are receiving a service or discussing matters of a personal or sensitive nature
- individuals are provided with information about their rights regarding privacy and we obtain consent when collecting, using and releasing personal information
- all staff, Advisory Council members and volunteers understand what is required to meet these obligations
- our privacy policy is accessible and provided in the format requested, where reasonable.

## HOW WE COLLECT YOUR INFORMATION

We mostly collect your personal information directly from you, for example when we meet with you or when we talk to you on the phone. We will only collect information about you from other people in specific circumstances, for example, a referral form sent to us from another Agency or telephone conversations with another Agency. If we do collect your personal information that way, it will only be contact details, and details we need to assist you. We will let you know when this occurs, unless we reasonably believe you would expect it to.

## INFORMATION WE KEEP ABOUT YOU

We only keep information about you if it's relevant to the service you are receiving. Generally, we keep your name, contact details and other relevant information that we need to be able to provide a service to you. This could include information about your family and other key relationships gathered in the course of an intake and/or assessment process. We may keep some sensitive information about you such as information about your health or your ethnic origin if it is relevant to providing our service to you.

## HOW WE KEEP YOUR INFORMATION

Depending on the circumstances, we may hold your information either in paper form, or on a computer, or both.

## WHAT WE DO WITH YOUR INFORMATION

We use your personal information:

- To provide you with services.
- For purposes such as assessments, risk management and review in relation to your use of the service or program you are accessing.
- To identify and inform you of other relevant services and programs that may be of interest to you.

## HOW WE SHARE YOUR INFORMATION EXTERNALLY

We will maintain the privacy of the personal information we hold and take reasonable steps to prevent unauthorised access, modification and disclosure.

We do not share personal information with other organisations or third parties unless:

- express consent is granted
- sharing is otherwise required or permitted by law
- it is required on a temporary basis to enable contractors to perform specific functions.



## HOW WE SHARE YOUR INFORMATION INTERNALLY

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We train our staff to only access Personal Information that is directly relevant to their work. Whilst your information may be visible to others within the organisation, we ensure that it will not be misused through training and security measures such as restricting access to certain employees for certain sensitive information.

## ACCESSING AND UPDATING PERSONAL INFORMATION

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We will provide individuals with access to their own personal information when this is reasonable, appropriate and in accordance with applicable privacy laws. We will take all reasonable steps to ensure that the personal information we hold remains accurate, complete and up to date, and will amend our records when advised of a change of details.

Service users may request to have their personal information amended by signing a consent to exchange and release form, or otherwise by a request in writing (subject to some exceptions allowed by law).

## FUNDING REQUIREMENTS AND YOUR PRIVACY

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Government agencies that fund our services generally require us to report to them. The information we report to them varies, however all government agencies are required to comply with Australian privacy laws. If you have any questions about the type of information your service provides to a funding body you can ask your care worker

## ONLINE SECURITY AND PRIVACY

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We will ensure our website and online interactions with individuals and organisations are as secure as dealings in person or on the telephone. For site security purposes, and to ensure our online services remain available to all users, we may employ software programs to monitor network traffic in order to identify unauthorised attempts to upload or change information, or otherwise cause us damage.

## LOSS OF PERSONAL INFORMATION

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Where a breach of security occurs, or in the event of loss of personal information, we will:

- seek to rapidly identify and secure the breach to prevent any further breaches
- engage the appropriate authorities where criminal activity is suspected
- document and assess the nature and severity of the breach including the type of personal information involved and the risk of harm to affected individuals
- notify the affected individuals directly if appropriate and where possible
- notify the Privacy Commissioner (at the OAIC) if the breach is significant.

## COMPLAINTS

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If you aren't happy with how we have handled your personal information, you can complain to us about it. You can talk to your care worker or ask to speak with the program manager.

You can also write to us and send it to the address below, or email: [complaints@centacarebathurst.com.au](mailto:complaints@centacarebathurst.com.au).

If we can't sort out your complaint or if you think we haven't done a very good job, you can escalate your complaint to an independent external agency, including the Australian or NSW State Government Department which provides funding for the program related to your complaint (please contact us for further details)

You can also contact the Australian Information Commissioner whose details can be found at <https://www.oaic.gov.au>

## FURTHER INFORMATION

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If you would like further information regarding the personal information we hold about you, please contact your care worker, or phone Centacare on (02) 6331 8944, and you will be referred to the appropriate person.

Our Privacy Policy is available via the Centacare website: [www.centacarebathurst.com.au](http://www.centacarebathurst.com.au)