

## PRIVACY & INFORMATION STATEMENT

### Your Privacy

At CARINYA SOCIETY we respect the privacy, and aim to maintain the security, of all information we collect about our clients, students, participants, residents, employees, volunteers, Board Members and for prospective employees.

We are bound by:

- the Privacy Act 1988 (Cth) and Australian Privacy Principles.
- the Privacy Amendment (Notifiable Data Breaches) Act 2017
- the Health Records Act 2001 (Vic) and the Health Privacy Principles.
- the Privacy and Data Protection Act 2014 (Vic) and the Information Privacy Principles.

This Statement should be read together with our Privacy Policy which contains detailed information about how CARINYA SOCIETY protects your privacy, including how we handle your information and how you can access and correct personal information (including sensitive and health information) we hold about you. A copy of our Privacy Policy is available on our website or by request.

The primary purpose for collecting personal information from you is to provide services which address your needs, including planning, funding, monitoring and evaluation of the services we provide. The type of information we collect will depend on your relationship with Carinya Society (e.g. whether you are a participant, a staff member, volunteer, etc).

We usually collect personal information directly from you, however, we may sometimes collect personal information from a third party such as a carer, trustee or authorised representative, but ONLY if:

- You have consented to such collection or would reasonably expect us to collect your personal information in this way, or;
- It is necessary for a specific purpose.

Carinya Society also engages third parties to carry out functions on behalf of Carinya Society and they may collect your information from you and pass this information to us. We may also receive information about you from referrers who have your consent to disclose your information to us, or a government agency or department on whose behalf we are providing services to you.

Carinya Society collects and uses your information to provide you with individualised quality care and for purposes that are reasonably necessary for one or more of our functions or activities including to:

- Provide you with a service;
- Provide you with educational information on topics related to you, e.g. disability care and awareness;
- Process your donation or purchase and provide receipts;
- Communicate with you about how your donation is used or about Carinya Society services;
- Causes and events which we believe may be important to you;
- Respond to your feedback or complaint;
- Answer your queries;
- Maintain accounts and records;
- Communicate with government agencies or departments in relation to funding and the provision of services to you;
- Collect information necessary for research, or the compilation or analysis of statistics;
- Conduct market research that informs the strategic direction of CARINYA SOCIETY, by seeking to understand ways to improve the care of participants and the services offered by CARINYA SOCIETY;
- Manage, review, develop and improve our business and operational processes through quality improvement activities such as audits and surveys;
- Resolve any legal or commercial complaints or issues, which may include obtaining professional advice and participating in legal proceedings;
- Meet our legal obligations under laws; and
- Perform any of our other functions and activities as a provider of residential services, community and day services and evolving disability services.

It may also be used for:

- Any other purpose for which it was requested and which was advised to you.

### **Disclosure of your information**

In order to carry out the purposes described in this Statement, CARINYA SOCIETY may disclose your information to persons or organisations such as:

- health services providers, including your doctor and allied health professionals;
- other service providers who may provide some services directly to you on our behalf such as pharmacists;
- persons authorised by you and your agents and professional advisors;
- regulatory bodies and government agencies or departments;
- our professional advisors;
- payment system operators, insurance companies and financial institutions; and
- other parties to whom we are authorised or required by law to disclose information.

### **Your right to anonymity**

You may wish to anonymously deal with CARINYA SOCIETY when enquiring about our services generally. However, if you do not provide the information requested of you to CARINYA SOCIETY, we may be unable to provide you with the care or other services you require.

Please be assured that wherever possible, Carinya Society 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 the Privacy Act.

### **Data / Information Security**

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

### **Data Breaches**

Notifiable Data Breach – The passage of the Privacy Amendment (Notifiable Data Breaches) Act 2017 established the Notifiable Data Breach (NBD) scheme in Australia. As a result CARINYA SOCIETY must notify individuals whose personal information is involved in a data breach that is likely to result in serious harm. Such data breaches involving our clients will also be reported to DHHS.

### **Access to your information and contacting us**

CARINYA SOCIETY will allow you to access and correct personal information we hold about you as required by law. If you have any queries about how CARINYA SOCIETY handles your information, or would like to request access to that information, please contact us.

If you are listed on one or more of our email lists, you can opt out at any time.

### **How to contact us**

For further information contact us by calling our office on 03 9354 3337, emailing to [admin@carinyasociety.org.au](mailto:admin@carinyasociety.org.au) or you can write to us at P.O Box 175, Pascoe Vale South, Victoria, 3058.

Assisted contact options are also available.