

PROTECTING YOUR PRIVACY



Privacy & Confidentiality

Emily's Hope is committed to protecting the privacy and confidentiality of an individual's personal information. In particular:

- information required to provide support coordinator and services to our clients,
- information of staff, contractors and volunteers.

Our protection commitment includes personal and sensitive information and may include organisational information in whatever forms it takes, in accordance with all relevant legislation.

Our Privacy and Confidentiality Policy applies to all staff (including contracted personnel) and volunteers. In handling your personal information, Emily's Hope will comply with the *Privacy Act 1988* (Cth) (Privacy Act) and with the 13 Australian Privacy Principles (**APPs**) in the Privacy Act, as well as this APP Privacy Policy. This policy may be updated from time to time.

Emily's Hope acknowledges that personal information is sensitive and is committed to accountable, robust and diligent privacy management processes, data and document security, and the utmost highest level of confidentiality of information.

Emily's Hope is also committed to ensuring that any 3rd party provider of services to the organisation, including web servers and cloud providers (even if based overseas), are fully compliant with the all stated Statutory Legislation and Regulations (Commonwealth & State of Queensland).

Emily's Hope will only seek personal information for the sole purpose of NDIS support coordination and services, and employment.

Personal information and data provided to Emily's Hope, in whatever form, will never be used for any other purpose, nor provided to any person or entity beyond the requirements of the purpose for which it was attained or any legislative or regulatory requirement that must be fulfilled by the organisation.

Emily's Hope maintain physical, electronic and procedural safeguards to protect personal information in our care.

How do we collect personal information?

We may request information about you when you express interest in or are recruited and inducted to a role (volunteer or employee). We may request information to complete any compliance requirements and support and service requirements of the NDIS. We may also collect information when we invite you to complete surveys, or provide us with feedback, or lodge a complaint.

Emily's Hope will collect personal information directly from you unless:

- we have your consent to collect the information from someone else that you've assigned or has been assigned on your behalf; or
- we are required or authorised by law to collect the information from someone else; or
- it is unreasonable or impractical to do so.

Once you have provided your consent, you are able to withdraw it at any time by contacting us. However please understand that by withdrawing your consent, we may not be able to provide you the supports and services you require.

What personal information do we collect?

We collect information that is required for use in the conduct of support co-ordination and services under NDIS:

- personal information provided by you, including your full name; mailing address, email, telephone number(s) (including mobile phone number);
- information, some of which may be sensitive, in relation to your specific needs and requirements because you have chosen to be a client of Emily's Hope;
- government identifiers including blue card number, yellow card number, drivers licence details;
- any information that is a legislative/regulatory/policy compliance requirement;
- information that we obtain about you in the course of your interaction with our website including your internet protocol (IP) address, the date and time of your visit to our website, the pages you have accessed, the links on which you have clicked and the type of browser that you were using;
- aggregated statistical data which is information relating to your use of our website and our services, such as traffic flow and demographics.

Information held may also include personal information you may elect to provide to us.

How do we use personal information?

We will use personal information to provide support and services related NDIS for Emily's Hope to conduct such support and services, and other purposes as required by law:

- Identification of fraud or error
- Regulatory reporting and compliance
- Sector principles and good practice required for auditing purposes
- Identify and inform you during any feedback and complaints processes
- Internal accounting and administration

We will support an individual's request to remain anonymous in the provision of personal information where it is reasonable and practicable to do so, and does not impact legislative/regulatory/policy compliance requirements. Emily's Hope will advise individuals of the limitations to this prior to the collection of the information.

Can you request anonymity?

Emily's Hope will support an individual's request to remain anonymous (in so far as this does not contravene any legal requirement), including removing identifiable details of a person, where it is reasonable and practicable to do so, and when such request does not impact legislative/regulatory/policy compliance. Emily's Hope will advise individuals of any limitations to support and services prior to the collection of the information.

Who does Emily's Hope disclose personal information to?

Emily's Hope may disclose personal information to government departments as a provider within NDIS as necessary to carry out the purposes for which the information was collected.

Emily's Hope will not use or disclose personal information for a purpose other than the primary purpose of collection, unless:

- the secondary purpose is related to the primary purpose and you would reasonably expect disclosure of the information for the secondary purpose; you have consented;
- the information is a government requirement and use or disclosure is necessary, it is impractical to obtain consent, the use or disclosure is conducted within the privacy principles and guidelines, and we reasonably believe that the recipient will not disclose the information;
- we have reason to suspect unlawful activity and use or disclose the personal information as part of our investigation of the matter or in reporting our concerns to relevant persons or authorities;
- we reasonably believe that the use or disclosure is deemed necessary to allow an enforcement body to enforce laws, protect individuals (particularly children and young people), prevent seriously improper conduct or prepare or conduct legal proceedings; or the use or disclosure is otherwise required or authorised by law.

We will not disclose your personal information to an overseas recipient.

Is the information disclosed to third parties?

We may disclose information about individuals as permitted by law. We may share information with regulatory bodies and law enforcement officials, provide information to protect against fraud and share information with your consent.

Security of information

Emily's Hope takes all reasonable steps to ensure that the personal information we hold is protected against misuse, loss, alteration or destruction, unauthorised access, modification or disclosure. We hold personal information in both hard copy and electronic forms in secure databases on secure premises and in secure cloud-based technology, accessible only by our authorised staff.

Non-current information is archived in secure premises in accordance with our Information Retention Policy. Whilst we take every step to ensure secure methods of collection of personal information, we cannot guarantee the security of personal information transmitted to us via the Internet.

Emily's Hope reviews its security and encryption technologies and will strive to protect information to the fullest extent possible.

Privacy Data Breaches

In the event that your Personal Information is lost, stolen or subject to unauthorised access or disclosure, Emily's Hope will adhere to its obligations under the Privacy Act in relation to any required notifications to the Office of the Australian Information Commissioner and to those people whose Personal Information has been lost, stolen or subject to unauthorised access or disclosure.

Opt-Out

Should you no longer wish to receive information on Emily's Hope we think may be of interest to you, please email us so that we can unsubscribe you from our news.

Linked Sites

Our website may contain links to other sites. Emily's Hope is not responsible for the privacy practices or the content of such websites. We encourage you to read the Privacy Statements of any linked sites as their Privacy Policy may differ from ours.

Comments, feedback & complaints

Emily's Hope welcome inquiries or comments about our Privacy & Confidentiality Policy. Should you have any comments or wish to lodge a privacy or confidentiality complaint contact our Privacy Officer at enquiries@emilyshope.com.au

PRIVACY COMPLAINTS

Please direct all privacy complaints to our Privacy Officer at enquiries@emilyshope.com.au

All privacy complaints will:

- be treated seriously;
- be dealt with as promptly as possible;
- be dealt with in a confidential manner;

Our Privacy Officer will conduct the investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation.

HOW TO CONTACT US

For further information or enquiries regarding your personal information, please contact our Privacy Officer at enquiries@emilyshope.com.au

Changes to our privacy and confidentiality policy

From time to time it may be necessary for us to review and revise our privacy and confidentiality policy. We reserve the right to change our privacy and confidentiality policy at any time.