

PROTECTING YOUR PRIVACY



Privacy & Confidentiality

Emily's Hope is committed to protecting the privacy and confidentiality of personal and sensitive information. This includes information about participants, workers, contractors, volunteers and other people who interact with Emily's Hope.

- information required to provide NDIS supports and services to participants;
- information required to engage, employ and manage workers, contractors and volunteers.

Our privacy commitment applies to personal information, sensitive information and organisational information in any format, and is supported by appropriate information-security and records-management practices.

Emily's Hope handles personal information in accordance with the Privacy Act 1988 (Cth), including the 13 Australian Privacy Principles (APPs), and other applicable legal and regulatory requirements. Our Privacy and Confidentiality Policy may be updated from time to time.

Emily's Hope recognises that some information, including health and disability information, is sensitive information and requires a high level of care, confidentiality and security.

Emily's Hope may use third-party service providers, including secure cloud, software and technology providers, to support our operations. We take reasonable steps to assess privacy and security arrangements and to ensure appropriate contractual and other safeguards are in place.

Emily's Hope collects personal information that is reasonably necessary for our NDIS services, participant support, organisational administration, employment and compliance obligations.

Personal information will be used or disclosed for the purpose for which it was collected, for a related purpose that would reasonably be expected, with consent, or where use or disclosure is otherwise required or authorised by law.

Emily's Hope maintains physical, electronic and procedural safeguards designed to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

How do we collect personal information?

We may collect personal information when you enquire about, commence or receive services from Emily's Hope; apply for or undertake work with us; complete surveys; provide feedback; make a complaint; or otherwise interact with our services, systems or website.

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

- we have your consent to collect relevant information from another person or organisation; or
- we are required or authorised by law to collect the information from another source; or
- it is unreasonable or impracticable to collect it directly from you.

Where we rely on your consent, you may change or withdraw that consent at any time. We will explain any practical consequences of doing so, including where particular information is necessary for us to safely or lawfully provide a support or service.

What personal information do we collect?

The information we collect depends on your relationship with Emily's Hope and may include:

- identity and contact information, such as your name, address, email address and telephone numbers;
- sensitive information relevant to supports or services, including disability, health, cultural, communication, safety and support information;
- role-related identifiers and screening information, where applicable, including NDIS Worker Screening Clearance details, Blue Card details, driver licence information and professional registration details;
- information required to meet legal, regulatory, contractual, safeguarding, quality and audit obligations;
- information generated through your interactions with our systems or website, such as device, browser and website-use information where collected;
- administrative, financial and service information reasonably necessary for our operations and the delivery of supports and services.

We will only collect information that is reasonably necessary for our functions and activities, or where collection is otherwise required or authorised by law.

How do we use personal information?

We use personal information to provide and administer NDIS supports and services, manage our workforce and organisation, communicate with you, meet our legal and regulatory obligations, and support quality and safety. This may include:

- preventing or identifying fraud, error, misuse or safety concerns;
- regulatory, safeguarding and compliance reporting;
- quality assurance, auditing and continuous improvement;
- responding to feedback, complaints and requests;
- financial, administrative, workforce and records-management activities.

Where reasonable and practicable, Emily's Hope will allow people to interact with us anonymously or using a pseudonym. We will explain where this is not possible because identity information is required to provide a service, meet a legal obligation or manage safety and risk.

Can you request anonymity or use a pseudonym?

Yes, where it is reasonable and practicable. There are circumstances where Emily's Hope must know or verify a person's identity, including where required for NDIS service delivery, claims, employment, screening, safeguarding or other legal and regulatory obligations.

Who does Emily's Hope disclose personal information to?

Emily's Hope may disclose relevant personal information to people or organisations involved in providing or administering your supports, and to government, regulatory, safeguarding, health, emergency or law-enforcement bodies where authorised, required or reasonably necessary in accordance with law.

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

- you have consented, or the secondary purpose is related to the primary purpose and would reasonably be expected;
- the use or disclosure is required or authorised by law, including for NDIS, safeguarding, incident, child-safety, health, workplace or regulatory obligations;
- we reasonably suspect unlawful activity or serious misconduct and the use or disclosure is appropriate for investigation or reporting;
- the use or disclosure is necessary for an enforcement-related activity, legal proceedings, or to lessen or prevent a serious threat to life, health or safety, as permitted by law.

Emily's Hope uses secure electronic systems and cloud-based services that store information on Australian-based servers, with access restricted to authorised users.

Is information disclosed to third parties?

Yes, where reasonably necessary and permitted by law. This may include service providers, health professionals, auditors, technology providers, regulators, government agencies and law-enforcement bodies. We will limit disclosure to information relevant to the purpose.

Security of information

Emily's Hope takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. Information may be held electronically and, where required, in hard copy, with access restricted to authorised people who require it for their role. Records are retained and securely disposed of in accordance with legal, regulatory and organisational retention requirements. While reasonable safeguards are used for electronic communications and online systems, no method of transmission or storage can be guaranteed to be completely secure. Emily's Hope reviews information-security controls and practices as part of its risk management and continuous improvement processes.

Access and correction of your information

You may request access to personal information Emily's Hope holds about you and ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. Requests can be made to the Privacy Officer at enquiries@emilyshope.com.au. We will respond in accordance with applicable privacy requirements.

Privacy Data Breaches

If Emily's Hope becomes aware of a suspected data breach, we will assess and respond to the incident in accordance with our privacy and data-breach procedures. Where an eligible data breach occurs under the Notifiable Data Breaches scheme, Emily's Hope will notify the Office of the Australian Information Commissioner (OAIC) and affected individuals as required by law.

Communications and direct marketing

If you no longer wish to receive optional news or other communications from Emily's Hope, you can ask us to stop sending them. This does not affect service-related communications that we need to provide.

Linked Sites

Our website may contain links to other sites. Emily's Hope is not responsible for the privacy practices of external websites. We encourage you to review the privacy information of any external site you visit.

PRIVACY COMPLAINTS

Please direct privacy complaints to our Privacy Officer at enquiries@emilyshope.com.au. Privacy complaints will be treated seriously, handled as promptly as practicable and managed confidentially. We will advise you of the outcome. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

HOW TO CONTACT US

For questions about privacy, consent, access or correction of personal information, or our privacy practices, contact our Privacy Officer at: enquiries@emilyshope.com.au

Changes to our privacy and confidentiality information

Emily's Hope may review and update its privacy information from time to time to reflect changes in law, regulation, systems or organisational practice. The current version will be made available on request or through our usual information channels.