

## Privacy Policy



**Yarraman Cares Inc.**

Locals Caring For Locals

### **Introduction**

The Management Committee of Yarraman Cares Inc. is committed to protecting the privacy of personal information which the organisation collects, holds and administers.

### **Purpose**

The purpose of this document is to provide a framework for Yarraman Cares Inc. in dealing with privacy considerations.

### **Policy**

Yarraman Cares Inc. collects and administers a range of personal information for the purposes of coordinating aged care services and recognises the essential right of individuals to have their information protected. This Privacy Policy complies with the relevant Privacy Act.

Yarraman Cares Inc. is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

Yarraman Cares Inc. will

- Collect, use, store and disclose only that information which the organisation requires for its primary function or a directly related purpose, or for another purpose with the person's consent, protecting it from unauthorised access;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Provide stakeholders with access to their own information, and the right to seek its correction.

# Privacy Procedures

## Responsibilities

Yarraman Cares Inc.'s Management Committee is responsible for developing, adopting and reviewing this policy. Yarraman Cares Inc.'s Chairperson is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising the need to review or revise this policy as and when the need arises.

## Processes

### Collection

Yarraman Cares Inc. will:

- Only collect information, by lawful and fair means, that is necessary for the performance and primary function of Yarraman Cares Inc.
- Notify stakeholders about why we collect the information and how it is administered, and that this information is accessible to them.
- Collect Sensitive information only with the person's consent or if required by law. (Sensitive information includes health information and information about religious beliefs, race, gender etc).
- Yarraman Cares Inc. will also collect sensitive information about an individual if such collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, where the individual whom the information concerns:
  - is physically or legally incapable of giving consent to the collection; or
  - physically cannot communicate consent to the collection; or
- Yarraman Cares Inc. will collect health information about an individual if:
  - the information is necessary to provide a health service to the individual; and
  - the information is collected as required or authorised by or under law and in accordance with rules established by competent health or medical bodies that deal with obligations of professional confidentiality which bind the organisation.

### Use and Disclosure

Yarraman Cares Inc. will:

- Only use or disclose information for the primary purpose for which it was collected.
- For any other uses, Yarraman Cares Inc. will obtain consent from the affected person.
- In relation to personal information which has been collected for marketing purposes, it will only be used with the written permission of that person.
- Provide all individuals access to their own personal information except where it is a threat to life or health or it is authorized by law to refuse.
- Each direct marketing communication including Social Media accounts and website must set out Yarraman Cares Inc.'s business address and telephone number and email address.
- Yarraman Cares Inc. may disclose personal information if its disclosure is mandated by an enforcement body or is required for the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law; the enforcement of laws relating to the confiscation of the proceeds of crime; the protection of the public revenue; the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct; the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

**Storage at Yarraman Cares Inc.**

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorized access, interference, unauthorized modification or disclosure.

**Destruction and de-identification Yarraman Cares Inc.**

- Destroy personal information once is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.

**Data Quality**

- Take reasonable steps to ensure the information Yarraman Cares Inc. collects is accurate, complete, up to date, and relevant to the functions we perform.

**Openness, Access and Correction**

- Ensure stakeholders are aware of Yarraman Cares Inc.'s Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.
- On request by an individual, Yarraman Cares Inc. must take reasonable steps to let that person know, generally, what sort of personal information it holds about that person, for what purposes, and how it collects, holds, uses and discloses that information.
- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

**Anonymity**

- Yarraman Cares Inc. will allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis.

**Making information available to other organisations**

- Release information to third parties where it is requested by the person concerned.

Policy, Procedures and Statement Approved by Management Committee on	<i>12 June 2023</i>
Scheduled review	<i>June 2024</i>
Responsible person	<i>Secretary</i>
Scheduled review completed.	
Responsible person	Secretary
Scheduled review completed.	
Responsible person	Secretary

# PRIVACY POLICY STATEMENT

## **Your privacy is important**

Yarraman Cares Inc. is bound by and is compliant with the principles contained in the Commonwealth Privacy Act 2012 and any Amendment to the Act.

### **Personal Information you provide:**

Yarraman Cares Inc. will use your personal information for the express purpose of providing services to you, as approved by you. You have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to provide any services except for the most general responses to enquiries, unless you identify yourself. In some circumstances, we may be provided with personal information about you from a third party, for example My Aged Care or Queensland Health. Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed or required by law.

### **Who might Yarraman Cares Inc. disclose personal information to:**

Yarraman Cares Inc. may disclose personal and sensitive information to government departments, people or organisations providing relevant services to the clients of Yarraman Cares Inc., and anyone you authorise Yarraman Cares Inc. to disclose information to. Yarraman Cares Inc. treats marketing and seeking donations for the future growth and development of Yarraman Cares Inc. as important. Personal information held by Yarraman Cares Inc. may be disclosed to an organisation that assists in Yarraman Cares Inc.'s fundraising.

### **Management and security of personal information**

Yarraman Cares Inc.'s staff and volunteers are required to respect the confidentiality of personal information and the privacy of individuals. Yarraman Cares Inc. has in place steps to protect the personal information Yarraman Cares Inc. holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and password protected access to computerised records.

### **Updating personal information**

Yarraman Cares Inc. endeavours to ensure that the personal information it holds is accurate and up to date. The Australian Privacy Principles and the Health Privacy Principles require Yarraman Cares Inc. not to store personal information longer than necessary. You have the right to check what personal information Yarraman Cares Inc. holds about you. To make a request to access any information Yarraman Cares Inc. holds about you, please contact us in writing. When your personal information that is no longer required for the provision of services to you, your personal information will be destroyed.

### **Enquiries and privacy complaints**

If you would like further information, complaints or you think there has been a breach of privacy, have any concerns about the way Yarraman Cares Inc. manages the personal information it holds, please contact the Secretary of the Association who will firstly deal with you over the phone. If the issue is not resolved to your satisfaction, we will meet with you to discuss further. If you are not satisfied with our written response to your complaint, then within 30 days from this meeting you may refer your complaint to the Office of the Australian Information Commissioner [Contact us - Home \(oaic.gov.au\)](#).