

Privacy Statement

Protecting your privacy

Anglicare NSW South, NSW West & ACT (Anglicare) is committed to ensuring that the information you provide to us remains secure and that you are aware of what information is held and your rights. We are bound by the Privacy Act 1988 (Cth) (Privacy Act), which sets out a number of principles concerning the protection of your personal information known as the Australian Privacy Principles.

This Privacy Statement sets out the type of information we collect, how we use it and who we may share it with.

Collecting personal information about you

When you become a:

- user of one of our services
- volunteer
- contractor
- job applicant
- person who provides information by answering a questionnaire
- donor

you are generally asked to provide us with your name and contact details as well as other information. Under the Privacy Act information which can identify you is known as personal information. Besides personal information, some types of information are also referred to as sensitive information. Sensitive information may include your racial or ethnic origin, religious beliefs, criminal record, health information and so on.

We will not collect sensitive information about you without your express consent unless required by law. Obviously in our health service areas, including disability services, the collection of sensitive information may take place so that your needs are properly understood.

How we use your personal information

Anglicare uses the information you give us to:

- assess what services you require and whether we can provide those services
- evaluate ongoing services provided to you
- assess your application to become a volunteer or contractor or employee
- undertake approved research
- compile funding applications
- undertake statistical reporting, including that needed to comply with service contract agreements
- process donations and/or
- send our email newsletter (you can inform us at any time if you no longer require the newsletter)

Your personal information is not disclosed to third parties without your written consent or unless required by law.

We may use the information for internal reviews and analysis and may also use it to produce certain consolidated statistics about our services. However, we will not disclose your individual information, nor sell, trade or rent that information for any purpose. If we need to disclose any information to conform with any laws or legal process we will inform you what information has been disclosed and to whom (unless informing you is precluded by legislation), so that you can take any necessary action.

Accessing and correcting your personal information

You have the right to request access to the personal information we hold about you. This right is subject to certain exceptions allowed by law. You can access your personal information or correct personal information by contacting the Privacy Officer (see details below), who will connect you with the manager of the service you are receiving.

How to make a complaint

You can complain to us in writing about how we have handled your personal information. We will respond to the complaint within 30 days.

Consent

By giving your personal information and sensitive information you are consenting to our use of this information in accordance with the principles outlined in the Anglicare Privacy Policy. This policy is available for free, upon request. It will be reviewed from time to time and any amendments will be included in the updated policy.

How to contact us

You can contact the Privacy Officer to access or correct your personal information or make a privacy related complaint at:

Email: privacy@anglicare.com.au

Or

The Privacy Officer

Anglicare NSW South, NSW West & ACT

GPO Box 360

Canberra ACT 2601