

<b>PRIVACY STATEMENT</b>		Document # CT002	Print Date N/A
		Prepared By: DCO	Date Prepared: 7 Oct 2015
Effective Date: 12 Oct 2015	Revision # Version 2.0	Reviewed By: Executive Director	Date Reviewed: 8 Oct 2015
Standard: Privacy Act 1988 (Commonwealth)		Approved By: Business Manager	Date Approved: 12 Oct 2015

## 1. Objective

CatholicCare Tasmania (ABN 79 984 899 862) (CatholicCare) is a division of the Roman Catholic Church Trust Corporation of the Archdiocese of Hobart. It is committed to respecting your privacy and your personal information. This statement sets out how CatholicCare collects, uses and discloses your personal information. It also sets out some key parts of CatholicCare's Privacy Policy. CatholicCare's Privacy Policy may be viewed at <http://www.catholiccaretas.org.au/>

## 2. Collecting your personal information

CatholicCare will, if it is reasonable or practicable to do so, collect personal information directly from you. Sometimes you may not be aware that CatholicCare has collected your personal information. If CatholicCare collects your personal information, it will take reasonable steps to notify you of the collection.

On occasion CatholicCare may collect personal information about you from other sources where it is necessary to do so. Examples of other sources that CatholicCare may collect personal information from include, but are not limited to:

- a) schools;
- b) your relatives;
- c) CatholicCare's service providers; and
- d) information that is publicly available on the electoral roll.

CatholicCare may also collect your personal information if the collection of the information is required or authorised by law or a court/tribunal order.

## 3. Purposes for collecting personal information

CatholicCare collects, holds, uses and discloses your personal information for the following purposes:

- a) to assess your account application;
- b) to establish and administer your account;
- c) to verify your identity;
- d) to consider any other application made by you for products or services;
- e) for customer relations purposes, including managing CatholicCare's relationship with you;
- f) to comply with any applicable laws, regulations or codes of practice;
- g) to comply with any payment systems requirements;
- h) for information technology systems development and testing where CatholicCare's internal computer system is upgraded;
- i) for CatholicCare's internal operations, including record keeping, risk management, auditing, training, file reviews and account analysis;
- j) to investigate, resolve and prevent complaints;
- k) to make arrangements with other organisations to provide services in relation to CatholicCare's products and services (for example, CatholicCare may arrange for mailing houses to distribute account statements);
- l) to conduct fraud assessments;

- m) for reporting and data analytics purposes, including for regulatory, management, statistical or research purposes;
- n) direct marketing purposes; and
- o) for any other purpose for which you have given your consent.

If you don't want to receive any more direct marketing material from CatholicCare, you can contact CatholicCare's Privacy Officer at any time in accordance with paragraphs 6 and 7 of this statement.

#### **4. What happens if you do not give CatholicCare your personal information?**

If you do not provide your personal information to CatholicCare, CatholicCare may not be able to:

- a) provide you with the product or service you want; or
- b) verify your identity.

#### **5. Disclosing your personal information**

CatholicCare may only use and disclose your personal information for the purposes it was collected unless:

- a) you consent to the use or disclosure of the information for another purpose;
- b) the access, use or disclosure is otherwise permitted under the *Privacy Act 1988* (Cth); or
- c) you would reasonably expect CatholicCare to use or disclose the information for another purpose.

#### ***Disclosing your personal information to third parties***

CatholicCare may disclose personal information about you to third parties. Examples of third parties that CatholicCare may disclose your personal information to include, but are not limited to:

- a) CatholicCare's service providers;
- b) CatholicCare's agents, contractors and external advisors (for example, CatholicCare's lawyers, auditors and Catholic Development Fund Tasmania);
- c) any person acting on your behalf, including your legal and financial advisers;
- d) government and regulatory bodies, law enforcement bodies and courts as required or authorised by law;
- e) external dispute resolution bodies;
- f) other financial institutions; and
- g) any other person where you have given your consent.

#### ***Disclosing your personal information overseas***

CatholicCare is not likely to disclose your personal information to any overseas recipients.

#### **6. Accessing and correcting your personal information**

You have the right to access and correct personal information CatholicCare holds about you.

You can find out how to access personal information that CatholicCare holds about you and seek the correction of that information by:

- a) reading CatholicCare's Privacy Policy available at <http://www.catholicaretas.org.au/>; or
- b) contacting CatholicCare's Privacy Officer on (03) 6208 6222 or email on [privacyofficer@aohtas.org.au](mailto:privacyofficer@aohtas.org.au) and asking for a copy.

#### **7. Complaints**

You should let CatholicCare know if you have any queries or concerns about a privacy issue.

You can find out how to make a complaint and how CatholicCare deals with any complaints by:

- a) reading CatholicCare's Privacy Policy available at <http://www.catholicaretas.org.au/>; or
- b) contacting CatholicCare's Privacy Officer on (03) 6208 6222 or email on [privacyofficer@aohtas.org.au](mailto:privacyofficer@aohtas.org.au).