

Privacy Statement

At CatholicCare Sandhurst (CCS) we are committed to protecting the privacy of personal information. The way in which we do this is governed by the *Privacy Act 1988* (Cwlth), and our systems and processes are designed to comply with the Australian Privacy Principles (APPs).

In this statement 'personal information' means information or an opinion about an identified (or reasonably identifiable) individual. 'We', 'us' and 'our' refer to CatholicCare Sandhurst and 'you' refers to anyone whose personal information we collect and/or hold.

What information do we collect?

The kinds of information we collect and hold include:

- Personal information for service delivery purposes such as name, address, phone number and email;
- Referrals from other service providers;
- Demographic information for funding bodies (information is de-identified); and
- Personal information for human resources, finance and general administration purposes.

How do we collect it?

We collect this information either directly from you or from other service providers or third parties with your consent.

How do we hold personal information?

We take reasonable steps to maintain the security of personal information and to protect it from unauthorised disclosures. Electronic information is kept on secure servers and hard copy files are kept in locked filing cabinets when not directly being used.

How do we use your personal information?

The most important reason why we collect personal information is to be able to provide relevant, quality services to you. We also provide de-identified demographic information to funding bodies to help them determine the best use of their resources. We do not share your information with any other organisation without your consent, unless we are compelled by law to do so.

Accessing or correcting your personal information

We are transparent and accountable for the personal information we collect and hold. Should you wish to access or correct the personal information we hold about you, talk to your practitioner in the first instance, or their team leader. You can do this in person during an appointment or by phoning CatholicCare Sandhurst in Bendigo on (03) 5438 1300 or in Shepparton on (03) 5820 0444.

Making a privacy complaint

You may also use the above contact details to notify us if you think we have failed to comply with our obligations under the Australian Privacy Principles and wish to make a complaint.

We will take your complaint seriously and endeavour to resolve it. If you are not happy with the outcome you can contact the Office of the Australian Information Commissioner (OAIC). For more information phone 1300 363 992 or go to their website: www.oaic.gov.au/privacy/privacy-complaints.

This Privacy Statement is effective from 1st April 2016. Our website (www.ccds.org.au) will always have the most up to date version.

Document title	Privacy Statement	Next review	Apr 2019	Page 1 of 1
Status	Updated April 2016 – see Properties for details	Doc ID	DOC6.2	