



Your privacy is important to us

ac.care protects your right to privacy and confidentiality. We manage the collection and storage of your personal information according to the Privacy Act 1988 and the Australian Privacy Principles. You can find more information at www.oaic.gov.au.

Where there is a need to prevent an immediate and serious threat to personal safety, ac.care complies with the Information Sharing Guidelines for promoting safety and wellbeing (ISG).

Your information

ac.care normally collects **personal** information from you or an authorised person that relates directly to the service you are accessing. This usually includes your name, contact details, date of birth, family arrangements, employment or student status and other relevant details. There are times we collect information about you from a third party to improve the service you receive.

ac.care may also collect your personal information if you are a volunteer, contractor, job applicant or if you answer a survey or attend an event at ac.care.

ac.care will take reasonable steps to ensure that your personal information is accurate, up to date, complete, relevant and not misleading. To help us do this, please advise of any changes to your personal information.

ac.care will only collect **sensitive** information (such as in regards to your health, political or religious beliefs, sexual orientation, racial or ethnic origin) when required by Australian law or when necessary to provide a quality service to you.

Security and confidentiality

ac.care will keep your information secure, in electronic and/or physical form. It is stored in buildings where access is controlled or in electronic systems that have up to date security measures, including logins and passwords. ac.care staff who have access to your information are subject to strict confidentiality obligations. ac.care takes **all** reasonable steps to protect your personal information from misuse, interference and loss, unauthorised access, modification or disclosure.

Access to your information

Any request to access your personal information (from you or others) must be in writing. Please contact ac.care for the relevant form to make a request. There are circumstances when we can refuse a request to access information. If this occurs, we will tell you why and how you can respond. You can make requests for access and/or correction to the Privacy Officer, ac.care PO Box 1842, Mount Gambier, SA 5290, email privacy@accare.org.au or call [8724 5400](tel:87245400).

Further information on privacy legislation is available from the Office of the Australian Information Commissioner - enquiries@oaic.gov.au or call 1300 363 992.

To read more about how ac.care handles your information, please ask for a copy of our full privacy policy.

Shane Maddocks
Chief Executive Officer

10 JUNE 2021

Date

