

Adelaide City Care Privacy Policy

Adelaide City Care provides assistance to the disadvantaged members of the community including new arrivals to South Australia. We collect and use your personal information only for the purpose of providing you with the agreed service in the best possible way.

Adelaide City Care recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy and it tells you how we collect and manage your personal information.

We are serious about protecting the privacy of your personal information. We respect your rights to privacy under the *Privacy Act 1988* and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

What is your personal information?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

What personal information do we collect and hold?

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number;
- facsimile number;
- age or birth date;
- profession, occupation or job title;
- details of the services or programs you are a recipient of or have enquired about, together with any additional information necessary to deliver those services or programs and to respond to your enquiries;
- any additional information relating to you that you provide to us directly through our website or indirectly through use of our website or online presence, through our representatives or otherwise;
- any information you provide to us through our programs, services or feedback forms.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so.

When collecting personal information from you, we may collect in ways including:

- through our programs and services;
- during conversations between you and our representatives;
- when you complete an application or registration form;
- through your access and use of our website.

We may also collect your personal information from third parties including:

- other service providers, government entities or law enforcement agencies, but only when we have your verbal or written permission to do so.

For what purposes do we collect, hold, use your personal information?

Adelaide City Care will only collect information to enable us to understand your situation and your needs, so that we can provide you with the agreed service in the best possible way.

We collect, hold, and use your personal information for the following purposes:

- to better manage and plan our services to you, to send communications requested by you;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you;

When/If:

Your personal information will only be accessible or used by the professionals, staff or trained volunteers providing the agreed service to you. We have strict policies and procedures about how your information is managed and who can access your information. At all times, Counsellors, Staff and/or volunteers will ensure that your rights to confidentiality are respected. Your privacy is protected by law.

We will not disclose your information to any third parties without your written consent, except in the following circumstances when we can release your information:

- your personal records are required by the Court in relation to legal proceedings;
- disclosing information is necessary to lessen or prevent serious harm to the health and safety of an individual or the public;
- there is serious concern for the safety and wellbeing of your child;
- your personal records are required by a law enforcement agency;

If any of these circumstances apply, we will advise you as close as we can to the time when the information is released.

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested services to you, either to the same standard or at all;
- we may not be able to provide you with information about services that you may want, including referrals to other agencies.

How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others

or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it. You cannot request information in your file to be removed, but a correction statement can be added.

What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

Data Storage

As a client of our services, your personal details, contact details and other general relevant information about your situation will be collected during the intake process, with your consent. We will retain this information in our password-protected database and in your file.

The staff member or trained volunteer allocated to work with you will continue to add information to your file as they continue to provide support to you.

Your file will be stored in a locked filing cabinet in a secured area. On completion of your support, we will store your file securely for seven years on-site. After seven years, your personal information will be destroyed, as required by law. The only exception to this will be Children and Youth under the age of 18. These files will be kept securely until the Child or Youth turns 25 years of age. At that time the file will be destroyed, as required by law.

Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact the Secretary – Adelaide City Care using the details set out below.

We will treat your requests or complaints with respect and confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Secretary
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