

Relationships Australia[®]

NEW SOUTH WALES

Reshaping lives, one relationship at a time.



PRIVACY INFORMATION

Your privacy is important to us

Our commitment

To value people and treat their personal and health information sensitively and responsibly.

Relationships Australia NSW respects and upholds your rights to privacy protection in accordance with the privacy provisions in the Privacy Act, 1988 (Commonwealth), Privacy and Personal Information Protection Act, 1998 (NSW) and Health Records and Information Privacy Act, 2002 (NSW).



Confidentiality and your right to privacy

Confidentiality is your right to expect that the information that you give us will be kept private. At Relationships Australia NSW we take your privacy and confidentiality rights seriously.

Upon entering into our services, we will ask you to sign a document that confirms you understand your privacy rights, your confidentiality rights and the limitations of confidentiality, and you agree to have your information exchanged with listed service providers.

It is your right to choose not to sign this consent form. However, not doing so may limit the services we are able to provide you.

At any time, if you wish to withdraw your consent, please discuss this with your service manager.

Relationships Australia NSW will store your information on paper and on a central electronic database that only authorised personnel may access.

What information do we collect?

We will only collect personal and health information that is necessary for us to deliver a proper service to you or your family.

Personal and health information may be collected in a variety of ways including referral or enrolment forms, progress or file notes, questionnaires, surveys and information stored on computers or databases.

The information collected may include your name, addresses, email addresses, telephone and fax numbers, medical details, family details (including details of spouses, children, guardians and parents), credit card and account numbers, Medicare numbers, and any notes taken for the purposes of supporting or helping you.



How we use this information

The information you provide is used to deliver a proper service to you or your family. We will tell you about any other ways in which we intend to use your information.

The information we collect may be used for research and planning purposes. In these circumstances, no identifying information about you is used without your consent. The information we collect helps us to plan and design new therapeutic programs in the future. The statistical data aids us in research programs. We appreciate your co-operation.

If you are over 18, we will securely store all your information for at least seven years. If you are under 18, we will securely store your information for at least seven years after you have reached the age of 18.



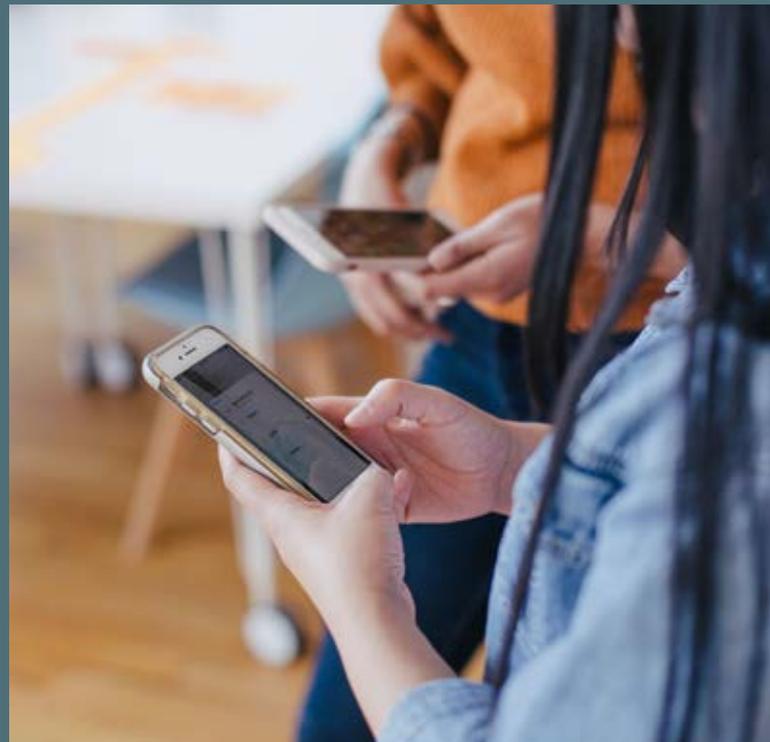
Requests for amendment

If you believe that the information we hold about you is incorrect, incomplete, or inaccurate, then you may request an amendment. We will consider if the information in our opinion requires amendment. If we are unable to agree that there are grounds for altering the information we hold about you, then we will add a note to the personal information stating that you disagree with it.



Requests to access information

You may request a copy of some, or all, of the information we hold about you by completing and signing an application form. You do not have to provide a reason for requesting access to your information, but not providing a reason may impede access. Where we hold information that you are entitled to access, we will endeavour to provide you with suitable means to access it. In some situations, access requests may be denied. If that happens, we will explain to you the reasons why.



Limitations to confidentiality

The information we hold about you remains confidential except in the following circumstances:

- When it is subpoenaed by a court.
- If you divulge that you or another person/s intend to harm themselves or others.
- When you give your approval to discuss or provide written reports to another person, professional agency or service provider. These may include doctors, lawyers, employers or any named individual. Under these circumstances, your written consent is always required.
- When we are required by legislation.

Privacy principles

Relationships Australia NSW is committed to complying with the Australian Privacy Principles under Commonwealth and New South Wales law.

We will:

- Collect information in a lawful manner and with informed consent
- Use and disclose information in a lawful way
- Keep information up to date and accurate
- Store information securely
- Be open about how we handle information
- Responsibly allow people access to their information.



Any questions?

Although all our staff are aware of, and work within the privacy guidelines, all requests to access personal and sensitive information held by us should be directed to your service manager.

If you have any concerns about the personal information we hold about you, please put your concern in writing and provide this to a staff member or the Relationships Australia NSW Privacy Officer.

You can ask for a copy of our Privacy Policy.

You can also contact the Office of the Australian Information Commissioner on 1300 363 992.

Post: Privacy Contact Person
Relationships Australia NSW
Level 1, 68 Waterloo Road
Macquarie Park NSW 2113

Email: privacy@ransw.org.au