



Centacare is committed to protecting the privacy of your personal information. We make sure that when we collect, use, store and share your personal information and respond to your requests to access and correct it, we comply with The Privacy Act 1988 and the Australian Privacy Principles (APP's). The information below sets out how we handle your personal information and the rights and obligations that both you and we have in relation to it.

HOW WE COLLECT YOUR INFORMATION

We mostly collect your personal information directly from you, for example when we meet with you or when we talk to you on the phone. We will only collect information about you from other people in specific circumstances, for example, a referral form sent to us from another Agency or telephone conversations with another Agency. If we do collect your personal information that way, it will only be contact details, and details we need to assist you.

KINDS OF INFORMATION WE KEEP ABOUT YOU

We only keep information about you if it's relevant to the service you are receiving. Generally, we keep your name, contact details and other relevant information that we need to be able provide a service to you. This could include information about your family and other key relationships gathered in the course of an intake and/or assessment process. We may keep some sensitive information about you such as information about your health or your ethnic origin if it is relevant to providing our service to you.

HOW WE KEEP YOUR INFORMATION

Depending on the circumstances, we may hold your information either in paper form, or on a computer, or both. Any information we hold is secure. All reasonable steps are taken to protect personal information from misuse and loss and from unauthorised access, modification or disclosure.

WHAT WE DO WITH YOUR INFORMATION

We use your personal information:

- to provide you with services
- for purposes such as assessments, risk management and review in relation to your use of the service or program you are accessing
- to identify and inform you of other relevant services and programs that may be of interest to you

HOW WE SHARE YOUR INFORMATION

We only share your personal information in very limited circumstances, where it is related to the service you are receiving. This could include sharing with Agencies you have an existing relationship with. We will always seek your consent where possible. If we are legally required to do so, such as under a court order, or where there is a significant risk or harm or medical emergency, we may in accordance with the requirements of the Privacy Act, share your information with others such as the Police, Child Abuse Report Line or Emergency medical practitioners.

HOW WE KEEP YOUR INFORMATION SAFE

We keep all paper copy and computer records of personal information in a secure manner to ensure they are protected from unauthorised access, modification or disclosure. All workers follow strict information handling procedures, ensuring access to your records occurs only by those who require it in the provision of service to you. We delete your personal information in a secure manner once it is no longer needed or required to be kept by law.

WHAT HAPPENS IF YOU WANT TO SEE YOUR PERSONAL INFORMATION

If you want to see your personal information you can contact your Centacare worker directly or send a written request to 'Privacy Enquiries' by mail at 45 Wakefield Street Adelaide SA 5000. You don't need to give us a reason but you do need to tell us how you would like to obtain access. You can only access your own information, not information about anyone else.

We will need to verify your identity, then your request will be forwarded to the Unit Executive Manager who will arrange for access to be provided to you. We will follow up with you to make sure you are happy with everything.

In rare circumstances, and only where it is permitted under the Privacy Act 1988, we may not be able to provide you with access to your information. If we are unable to provide you with access, we will explain why.

IF YOU WANT TO CORRECT OR CHANGE YOUR PERSONAL INFORMATION

If your personal information is out-of-date or incorrect, you may inform us and we will correct it for you. In the unlikely event that we disagree about the accuracy of the information and are unable to change it, you may provide us with a statement that you dispute its accuracy and we will associate the statement with your information in such a manner that it will be brought to the attention of each person who uses the information.

FUNDING REQUIREMENTS AND YOUR PRIVACY

Government agencies that fund our services generally require us to report to them. The information we report to them varies, however all government agencies are required to comply with Australian privacy laws.

If you have any questions about the type of information your service provides to a funding body you can ask your worker.

CHANGES TO OUR PRIVACY POLICY

We might need to change our privacy policy sometimes. If we do, we will endeavour to ensure your overall level of privacy protection is not diminished and will publish the changes in our updated Privacy Policy on our website. Any actions that we have taken before the change will continue to be regulated by the Privacy Policy that existed before the changes were made.

WHAT IF YOU WANT TO MAKE A COMPLAINT

If you aren't happy with how we have handled your personal information, you can complain to us about it. You can phone your worker at work, or you can phone Centacare and ask to speak to a Complaints Coordinator.

You can also write to our Complaints Coordinator, and send it to 45 Wakefield Street Adelaide SA 5001, or you can send an email to: enquiry@centacare.org.au.

It doesn't matter how or who you make the complaint to, we will make sure we help with your complaint.

You can call a Complaints Coordinator at any time and ask what's happening about your complaint.

If we can't sort out your complaint or if you think we haven't done a very good job, you can contact the Health and Community Services Complaints Commissioner by telephoning: (08) 8226 8666 or Country SA toll free 1800 232 007.

FURTHER INFORMATION

If you would like further information regarding the personal information we hold about you, please contact your Centacare worker, or phone Centacare on (08) 8215 6700, and you will be referred to the appropriate person. Our Privacy Policy is available via the Centacare website: www.Centacare.org.au.