

Hawthorn Community House Inc
Incorporation No. A0032956E. ABN 76 115 862 528

Privacy Policy

Hawthorn Community House Inc. ("HCH") believes that personal privacy is important, and welcomes the introduction of the Health Records Act 2001 (Vic) ("HR Act") and Information Privacy Act 2000 (Vic) ("IP Act") to assist in the protection of an individual's right to personal privacy. HCH is bound to comply with the Health Privacy Principles ("HPPs") contained in the HR Act in relation to the way that it handles health information. HCH is bound to comply with the Information Privacy Principles ("IPPs") contained in the IP Act in relation to the way that it handles personal information (excluding health information) where required by a contract with a State government body. This policy sets out how HCH manages such health information and personal information as required by HPP 5 of the HR Act and IPP 5 of the IP Act respectively.

In this Privacy Policy all references to "we", "us" and "our" are to HCH.

In this Privacy Policy:

"personal information" means information or an opinion recorded in any form, which identifies a person or describes them in a way that their identity can be determined. This includes paper and electronic records, photographs, video recordings, etc and includes both facts and opinion, about an identifiable person,

"health information" means information or an opinion about a person's physical, mental or psychological health or disability that is also classified as personal information. This includes information or an opinion about a person's health status, medical history, fitness levels and vital statistics, such as weight and height; and

"sensitive information" means information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also classified as personal information about an individual.

In this Privacy Policy all references to "personal information" include health information and sensitive information, unless specified otherwise.

Collection Practices: HCH will only collect personal information that is necessary for one or more of its functions or activities.

The types of personal information we collect and hold includes, but is not limited to, home address, telephone number, emergency contact details, health information, gender, date of birth, country of birth, language spoken at home, indigenous status, employment category, educational qualifications, Government pension/benefit status, accommodation circumstances. We collect and hold this personal information regarding:

- students/participants before and during attendance at HCH programs and activities (this information is collected in order to provide and/or administer courses/programs and services most suitable to students'/participants' needs);

Privacy Policy

- children and parents/guardians before and during the child's attendance at the occasional child care service and the playgroup program (this information is collected in order to provide and/or administer our services to children and parents/guardians); and
- job applicants, employees, Committee of Management members, volunteers and contractors (this information is collected in order to manage the relationship and fulfil our legal obligations).

If it is reasonable and practical to do so, HCH will collect personal information about an adult directly from the adult, or in the case of a child, directly from the parents/guardians of the child.

At or before the time of collection of personal information from an individual, HCH will provide the individual with a Privacy Notice which will clearly state and inform the individual of the matters listed in HPP 1.4 of the HR Act and IPP 1.3 of the IP Act, namely:

- HCH's identity and contact details;
- the fact that the individual may ask for access to his or her personal information collected;
- collection purposes;
- organisations to which such information is usually disclosed;
- any law that requires the information to be collected; and
- the main consequences (if any) for the individual if all or part of the information is not provided.

If HCH collects personal information about an individual from someone else, we will take reasonable steps to ensure that the individual is or has been made aware of the above matters.

HCH will only collect health information and sensitive information about an individual where the individual has consented unless otherwise permitted under the HR Act and IP Act respectively. In some instances, HCH is required by law to collect personal information in specified circumstances.

Hawthorn Community House Inc
Incorporation No. A0032956E. ABN 76 115 862 528

Privacy Policy

If you do not provide us with personal information that we request then we may not be able to provide services to you.

Anonymity: Wherever it is lawful and practicable, individuals will have the option of not identifying themselves when entering into transactions with HCH.

Purposes of Collection: All personal information collected by HCH will be used or disclosed only for the primary purpose for which it was collected or for:

- a related secondary purpose (directly related in the case of health information or sensitive information) that the individual concerned would reasonably expect;
- a secondary purpose to which the individual concerned has consented; or
- a secondary purpose authorised or required by law.

Personal information collected by HCH may also be used for planning, funding, monitoring and evaluating our services and functions, but where practicable we will remove identifying details from the information used for these purposes.

HCH has funding/service agreements with a number of external agencies. These include, but are not limited to, the Department of Human Services (DHS) and Adult Community Further Education (ACFE). Some personal information collected by HCH may be disclosed to these agencies in order to meet our funding obligations.

HCH may be authorised or required by law to disclose personal information collected about an individual in specified circumstances where the disclosure is made to:

- a health organisation and/or the individual's family in circumstances where the individual requires urgent medical assistance and is incapable of giving permission;
- a law enforcement agency; or
- a government department or agency.

In most circumstances HCH will inform the individual if we disclose personal information about the individual where authorised or required by law to do so.

Privacy Policy

Personal information collected may be used to inform individuals of HCH Programs that we believe may meet their needs or interests. However, individuals can notify us at any time if they do not wish to receive this information and their details will be promptly removed from our mailing list.

Data Quality:

HCH will take all reasonable steps to make sure that the personal information it collects, uses and discloses is accurate, complete and up to date and relevant to our functions and activities.

Security:

HCH will take reasonable steps to protect personal information collected from misuse and loss and from unauthorised access, modification or disclosure.

HCH will take reasonable steps to destroy or permanently de-identify personal information where it is no longer needed for the purposes for which it was collected or any other purpose authorised by law. In destroying personal information we will ensure that it is either shredded or otherwise destroyed in such a way that no one can use the information.

Access and Correction: Individuals have the right to ask for access to the personal information that HCH holds about them and to make corrections if they consider the information is misleading or not accurate, complete or up to date.

HCH will allow individuals to access and correct their personal information unless we are permitted by law to refuse to do so, for example, where the information relates to legal proceedings or where the *Freedom of Information Act* 1982 (Vic) applies.

Should a person wish to access their personal information, HCH's Privacy Officer can be contacted using the contact details below. Requests by individuals for access to or to update their personal information should nominate the type of access required, and specify where possible, the type of information sought. No reason is required in relation to why the request has been made by the individual. An individual seeking access to his or her personal information may be required to provide a form of photo identification.

HCH's Privacy Officer will record each request for access and the date received. Each request will be acknowledged within 14 days. Requests will be responded to within 30 days. However, there could be a delay in responding if the timeline occurs over a period when HCH is closed. If the requested information is not given to the individual by HCH then in most circumstances the

Hawthorn Community House Inc
Incorporation No. A0032956E. ABN 76 115 862 528

Privacy Policy

reasons for denying access will be given by HCH in writing to the individual requesting the information.

We reserve the right to charge for information provided in response to an access request in order to cover the costs involved in providing the information.

Evaluation and Openness:

From time to time we will review and update this Privacy Policy to take account of new laws and technology, changes to HCH's operations and practices, and to make sure it remains appropriate to the changes in the environment in which we operate.

You may obtain a current copy of this Privacy Policy by contracting HCH's Privacy Officer using the contact details below.

Complaints:

If an individual feels aggrieved by HCH's handling of any of his or her personal information, the individual may make a complaint to HCH's Privacy Officer. The complaint will be investigated as soon as possible. HCH is committed to resolving disputes as quickly and simply as possible.

Resources & Support: Further information about the HR Act and IP Act can be obtained from respectively:

- Health Services Commissioner on (03) 8601 5200 or 1800 136 066 or www.health.vic.gov.au/hsc/
- Victorian Privacy Commissioner on (03) 8619 8719 or 1300 666 444 or www.privacy.vic.gov.au

Further Information: An individual may request further information about the way that HCH handles personal information by contracting HCH's Privacy Officer using the contact details below.

Telephone: (03) 9819 2629

Fax: (03) 9815 1587

Email: hchouse@netpsace.net.au

Postal address: (Please mark to the attention of)
The Privacy Officer
Hawthorn Community House Inc.
32 Henry Street,
HAWTHORN, 3122