

## Privacy Policy

Inclusion Plus Family Support is committed to providing quality services to our clients and this policy outlines our ongoing obligations to our clients and employees in respect of how we manage their Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act) and the National Disability Insurance Scheme Act 2013 (Cth).

The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

### What Is Personal Information and Why Do We Collect It?

Personal Information is information or an opinion that identifies an individual. Personal Information includes Health Information, which is information about the physical or mental health or disability of an individual.

Examples of Personal Information we collect include: names, addresses, contact details and health information where relevant to providing services.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website [www.ipfs.org.au](http://www.ipfs.org.au), from websites, from media and publications, from other publicly available sources, from cookies and from third parties.

We don't guarantee website links or policy of authorised third parties. Personal Information includes information that is recorded in a visual or audio format, such as photos, videos and sound recordings.

We collect Personal Information for the primary purpose of providing services and information to our clients, and for marketing and communication. We may also use Personal Information that we collect for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

Inclusion Plus will only request and retain Personal Information that is necessary to:

- assess an individual's eligibility for support;
- provide safe and responsive support;
- monitor the supports provided; and
- fulfil contractual and other requirements to provide non-identifying data and statistical information to government agencies.

When we collect Personal Information, we will explain why we are collecting the information and how we plan to use it.

## Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## Third Parties

Where reasonable and practicable to do so, we will collect Personal Information only from the individual it relates to. However, in some circumstances we may be provided with information by third parties (such as other disability services). In such a case we will take reasonable steps to ensure that clients and employees are made aware of the information provided to us by the third party.

## Disclosure of Personal Information

Your Personal Information will only be disclosed:

- to prevent or lessen a serious and imminent threat to the life or health of our clients, employees or another person;
- to outside agencies with our clients', their representative's or our employees' permission;
- with written consent from a person with lawful authority; or
- when required by law, or to fulfil legislative obligations such as mandatory reporting.

## Security of Personal Information

Personal Information that we collect is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When Personal and Health Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it.

We will retain and dispose of all Personal and Health Information in accordance with our *Privacy and Confidentiality Policy and Procedure*.

## Access to Your Personal Information

Individuals may access the Personal or Health Information we hold about them and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal or Health Information, please contact our office at [office@ipfs.org.au](mailto:office@ipfs.org.au) or on 07 5441 6600.

In order to protect an individual's Personal Information, we may require identification from them before releasing the requested information.

You have the right to:

- request access to personal information we hold about you;
- access this information; and
- make corrections if you consider the information is not accurate, complete or up to date.

However, access may be denied in part or in total where:

- the request is frivolous or vexatious;
- providing access would have an unreasonable impact on the privacy of other individuals;
- providing access would be likely to prejudice an investigation of possible unlawful activity;
- providing access would pose a serious and imminent threat to the life or health of any individual; and
- denying access is required or authorised by or under law.

We aim to address all requests to access or correct information within 2 working days. We will not charge any fee for an access request but may charge an administrative fee for providing a copy of an individual's information.

## Maintaining the Quality of Your Personal Information

It is an important to us that the Personal Information which we collect is up to date. We will take reasonable steps to make sure that all Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services

## Policy Updates

This Policy may change from time to time and is available on our website.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about this Privacy Statement or how Inclusion Plus manages privacy matters, please contact us:

- by email to: [office@ipfs.org.au](mailto:office@ipfs.org.au);
- by phone on: 07 5441 6600; or
- in writing to: 5 Daniel Street, NAMBOUR QLD 4560

Alternatively, clients can speak directly to the Senior Coordinator and employees can speak directly to the Manager, both of whom will record your enquiry or complaint and ensure it is followed.

All feedback and complaints regarding privacy will be dealt with in accordance with our *Feedback and Complaints Policy and Procedure*.