

## Privacy Policy

### Purpose

Supports for ME (SFM) is committed to providing you with quality services and this policy outlines our obligation to you, in respect of how we manage your personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). 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.oaic.gov.au](http://www.oaic.gov.au)

### Policy Elements

#### A) What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, date of birth, medical records, signature, addresses, email addresses, telephone and facsimile numbers, bank account details and details and commentary or opinion about a person.

This personal information is obtained in many ways including interviews, correspondence, by telephone, email in writing, via our website [www.supportsforme.com.au](http://www.supportsforme.com.au), from media and publications, from the publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your personal information for the primary reason of providing our services to you, providing information to our clients and marketing. We may also use your personal information 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 contact us in writing.

#### B) 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, religions or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

#### C) Third Parties

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to use by the third party.

#### D) Disclose of Personal Information

Your Personal Information may be disclosed in several circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

#### E) Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the personal information is or will be stored in clients' files which will be kept by SFM for a minimum of seven (7) years.

#### F) Access to Personal Information

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing. SFM will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal information. In order to protect your personal information, we may require identification from you before releasing the requested information.

#### G) Maintain the Quality of Personal Information

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your 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 to you.

### **Scope**

The policy applies to all staff members, committee members, directors, volunteers, consultants and contractors.

### **Policy**

SFM:

- When collecting Personal Information SFM will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it
- SFM will only use sensitive information:
  - For the primary purpose for which it was intended
  - For a secondary purpose that is directly related to the primary purpose
  - With your consent or where required or authorised by law
- Will take reasonable steps to ensure that you are made aware of any information provided to us by a third party
- With consent may use or disclose personal information and where required and authorised by law.

- Will ensure person information is stored in a manner that reasonably protects it from misuse, loss and from unauthorised access, modification or disclosure.
- Will ensure that you have access to your personal information for valid reasons and under certain exceptions.
- Will take reasonable steps to ensure that personal information is accurate, complete and current.

If you have any queries or complaints about our Privacy Policy please contact Supports for ME: [melissa@supportsforme.com.au](mailto:melissa@supportsforme.com.au)