

Complaints

If you would like to make a complaint about your privacy, please contact us. If you are not happy with our response, you can contact the Office of the Australian Information Commissioner at www.oaic.gov.au or the NSW Ombudsman at www.ombo.nsw.gov.au.

How we store your personal information

We take reasonable steps to ensure your personal information is protected and not misused, interfered with, lost, modified, disclosed or accessed without authority. Your personal information is stored in a password secured client management system. Physical files are stored in our office, which is secured to prevent unauthorised access. Information that we no longer use is archived and destroyed after 7 years.

Accessing your personal information

We will, upon request, grant access to personal information, subject to applicable privacy laws. We will respond to your request within 30 days and may charge you a fee for supplying access to this information.

Updating personal information

You may ask us to update, correct, or delete personal information we hold about you at any time. We will take reasonable steps to confirm your identity before giving access or modifying information in any way. We are also obliged to take reasonable steps to correct information we hold about you that we believe is inaccurate, out-of-date, irrelevant or incomplete.

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Contact Us

You can request a copy of our Privacy Policy or contact us if you would like more information about your privacy.

T: 02 6795 4265

E: info@namoicare.org.au

Protecting Your Privacy

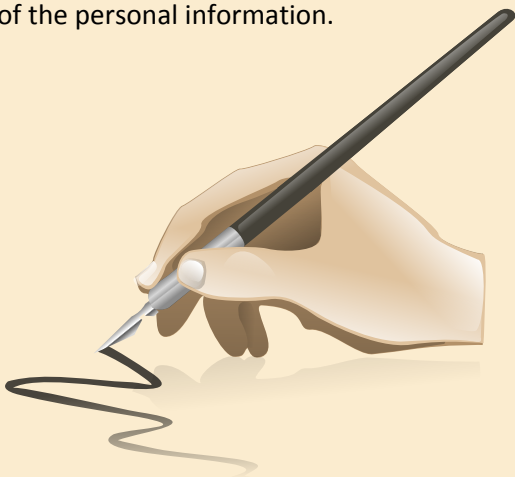


Personal information we collect

We collect personal information from people who are connected to us, including clients, carers, family members, community members, employees, volunteers, contractors, other service providers and consultants.

How we collect personal information

Whenever possible, we will collect personal information from you. We may do this in person, over the phone, by email or online. We may obtain personal information from others, such as contractors, health professionals or other community service agencies. If we collect information from a third party and we are unsure whether you have consented to this, we will take reasonable steps to contact you to ensure you are aware of the collection and use of the personal information.



Why we collect personal information

We may collect personal information for a number of different reasons. These include:

Support—to provide you with services that will suit you and enable you to maintain community connections

Safety & Security—to know how to respond if there is no response from you to a planned service or visit

Your Wellbeing—to understand how best to provide you with support that is tailored to your health and wellbeing needs

Promotion & Marketing —to provide information to you on our services, events and other activities and information on other community support services

Other Reasons—we may communicate with you about our operations and activities, to verify information we hold about you, to evaluate our existing support services or to comply with relevant laws, standards or guidelines.

Sensitive Information

When we collect personal information from you, we may collect sensitive information. Sensitive Information is information about racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual preferences or practices; or criminal record. We limit the collection of sensitive information to the minimum amount required to be able to provide you with support.

What happens if you don't provide information?

We need information to be able to provide appropriate and safe supports to you. We may not provide you with a support service if this cannot be determined. We may need to disclose information about you to third parties, such as contractors, funding bodies, other support services or health services. We will only disclose information to a third party with your knowledge.