



SOUTHERN COMMUNITY CARE DEVELOPMENT INC

Privacy Statement

Southern Community Care Development (SCCD) want to ensure that people who use our services are always treated with dignity and respect. We demonstrate this by respecting your right to privacy at all times and by safeguarding the personal information that you entrust to us.

Your privacy rights will be held paramount unless there are serious moral or legal requirements to the contrary eg. in a medical emergency. At all times, we aim to balance the rights of our clients to maintain control over their personal information with our various moral, legal, and professional obligations, including our contractual obligations to our funding bodies. SCCD adheres to the sections of the *Privacy Act 1988* and the *Privacy Amendment (Private Sector) Act 2000*.

It is usually necessary for us to obtain some information from you in order to facilitate the management of our organisation and services. We only collect from you the information that is necessary for us to provide a particular service. For administrative purposes, it is usually necessary for us to collect a contact address and phone numbers, as a minimum. You have the right not to disclose such information, but this may limit the extent to which you are able to receive assistance.

Due to our contractual obligations, it may also be required that we obtain certain data to demonstrate accountability for the funding that we receive. If you receive a service from our organisation, you may be asked to provide information for this purpose. Such information is forwarded to the funding body in an unidentified form. You can choose not to provide such information, otherwise it is understood that you are consenting to the collection of certain personal information by this agency when you fill out the form that is given to you for this purpose.

We only disclose your personal information to another party if we have sought your consent to do so (such as a referral) or if we are required or permitted to do so by law.

In order to protect your personal information, we have a range of security measures in place. Only staff with a direct interest in a specific matter have the right to access relevant files. We have procedures in place to fully protect the storage and destruction of all files that have been generated by this agency.

Generally speaking, you have the right to access all personal information that is held about you by this organisation. There are certain provisions built into the *Privacy Act 1988*, which may prevent this from happening in every situation. If it is not possible for us to make a file accessible to you, we will always explain why access may have been denied.

SCCD is committed to making sure that the personal information that we do collect is accurate, complete and up-to-date. If you have gained access to the personal information that is held about you by this organisation and if you believe that this information needs to be corrected, you are entitled to inform us of any necessary changes that need to be made or to supply us with a statement of the correct information.

Please contact the SCCD Chairperson if you wish to make a complaint about any aspect of our privacy policy. SCCD has a complaints policy and procedures designed to ensure that our services can be heard and have their concerns dealt with fairly and promptly.

You are also very welcome to make any suggestions that may assist us to provide the best possible protection of your personal information.

Please ask us if there is any matter about which you require further clarification. The Office of the Federal Privacy Commissioner can provide you with more information about your rights under the *Privacy Act 1988*.

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