

Our Privacy Statement

Personal Information collected by Sunshine Coast Independent Living Service (SCILS) is protected by the Privacy Act **1988** (the 'Privacy Act'). Personal information is any information that can be used to identify you and includes sensitive health information.

SCILS follows the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Bill 2012 in handling personal information from participants/clients/beneficiaries, business partners, donors, members of the public and SCILS' staff (including members, volunteers, employees, delegates, candidates for volunteer work and prospective employees).

SCILS has developed this Privacy and Confidentiality Policy to protect your privacy. This Policy is available in hard copy on request and contains detailed information about SCILS' responsibilities, your rights, and the information that may be collected and how it would be used.

The primary purpose for collecting personal information from you is to provide disability services to people in need, including planning, funding, monitoring and evaluating our services. The kind of personal information we collect will depend on your relationship with SCILS (e.g., as a participant/client or beneficiary, employee, volunteer, business partner, donor, member, or online user-of SCILS' website).

Please be assured that wherever possible SCILS uses information in a de-identified form. Personal information will not be disclosed to third parties without permission, except where permitted or required under the Privacy Act.

SCILS takes steps to protect all personal, sensitive and health information and government-related identifiers held by SCILS against misuse, interference, loss, unauthorised access, modification and disclosure.

A person can access the personal information that is held about them, and they can ask SCILS to correct the personal information held about them. For more information, see "access to and correction of personal information".

If a person is listed on one or more of SCILS' email lists, they can opt-out at any time.

How to contact us:

For further information contact SCILS at [admin@scils.com.au] or alternatively write to SCILS at [9, Daniel Street, Nambour, QLD, 4560].

Assisted contact options are also available.

Privacy and confidentiality guidelines

- we are committed to complying with the privacy requirements of the Privacy Act, the Australian Privacy Principles and for Privacy Amendment (Notifiable Data Breaches) as required by organisations providing disability services.
- we are fully committed to complying with the consent requirements of the NDIS Quality and Safeguarding Framework and relevant state or territory requirements.
- we provide all individuals with access to information about the privacy of their personal information.
- each individual has the right to opt out of consenting to and providing their personal details if they wish.
- individuals have the right to request access to their personal records by requesting this with their contact person.
- where we are required to report to government funding bodies, information provided is non-identifiable and related to services and support hours provided, age, disability, language, and nationality.
- personal information will only be used by us and will not be shared outside the organisation without your permission unless required by law (e.g. reporting assault, abuse, neglect, or where a court order is issued).
- images or video footage of participants will not be used without their consent
- participants have the option of being involved in external NDIS audits if they wish.
- personal information may be collected, with permission, from a third party such as a carer, trustee or authorised representative or from a publicly available source if it is necessary to provide the correct level of care.

Collection of Personal and Sensitive Information

If a person would like to access any SCILS Services on an anonymous basis or using a pseudonym, please advise the office. If this is possible and lawful, SCILS will take all reasonable steps to comply with the request. However, they may not be able to provide the services in question if they are not provided with the personal information requested.

The nature and extent of personal and sensitive information collected by SCILS varies depending on the particular interaction with the organisation.

SCILS collects personal and sensitive information from participants/clients and beneficiaries, SCILS' people, business partners, donors, members and online users. Further information about the kind of information collected from each of these groups and the usage of such information is detailed below.

Participants/Clients and Beneficiaries

Type of information collected:

- Contact details (name, address, telephone numbers, email etc.)
- Personal details including date of birth, gender, income.
- Information on personal issues and experiences, relationships,
- Family background supports participants/clients may have in the community.
- Areas of interest
- Health information and/or medical history
- Bank account details
- How the information is collected:
- Participant/Client entry and review procedures

Purpose for which SCILS uses the information:

- o To provide SCILS' services
- o To provide participants/clients/beneficiaries with the most appropriate services for their needs
- o To meet any requirements of government funding for programs
- o To monitor and evaluate existing services and plan for future services
- o To produce annual reports and for research purposes which may involve contracted organisations
- o To comply with legal obligations

People (volunteers, employees, delegates) and candidates for volunteer work and prospective employees

Type of information collected:

- Contact details (name, address, telephone numbers, email etc.)
- Personal details including personal details of emergency contact person(s)
- Date of birth
- Country of birth, citizenship, residency and/or visa details
- Details of current/previous employment or volunteer involvement
- Skills and experience
- Languages spoken and written.
- Qualifications, driver's license details
- Information and opinions from referees for prospective employees and candidates for volunteer work
- A Police Check through the application for a "Yellow Card" and "Blue Card" will be required for roles at SCILS (as an organisation working with people with a disability, children, young people and other vulnerable individuals). Individuals will be required to provide certain information for a Police Check.

In some situations, it is necessary for SCILS to collect or receive information about an individual's health. In this circumstance, SCILS will advise why the information is being collected and whether and to whom it will be released.

- Privacy and Anonymity while reporting a "Reportable Matter"
- Purpose for which SCILS uses the information:
 - To provide SCILS' services
 - To process an application to become a member, volunteer or employee of our organisation
 - To facilitate a placement in an appropriate service or position
 - To assist with services whilst an individual is employed or engaged as a volunteer with SCILS
 - To ensure protection when reporting "reportable matters" to ensure ethical conduct of all other employees
 - To provide feedback on performance as a volunteer or employee
 - To meet legislative responsibilities to all volunteers and employees
 - To obtain feedback from individuals about their experiences
 - To assist SCILS to review and improve its programs and services to keep individuals informed about SCILS developments and opportunities
 - To provide information about SCILS services
 - To facilitate further involvements with SCILS (e.g. disability supports, membership, donor)

Business Partners

Type of information collected:

- Contact person's name, the name of the organisation which employs the person, telephone numbers, fax number, street and postal address, email address and position title
- Areas of interest by category and industry
- Bank details (if SCILS is to make a payment for services received)
- Australian Business Number (ABN)
- Type of support (e.g. workplace giving, goods in kind, program support, volunteering)

How the information is collected:

- Direct and e-mail communications,
- Telephone

Purpose for which SCILS uses the information:

- To provide SCILS' services
- To process donations and provide accurate receipts
- To pay for services
- To establish and manage partnerships
- To receive services from you or the organisation which employs you
- To manage SCILS' relationship with the business partner
- To provide information about SCILS' services
- To update the company on SCILS' appeals for public donations, programs and services

Donors

Kind of information collected:

- Contact details (name, address, telephone numbers, email etc.)
- Areas of interest
- Donation history

How the information is collected:

- Communications, email
- Online registration
- Telephone

Purpose for which SCILS uses the information:

- To provide SCILS services
- To process donations and provide accurate receipts
- To facilitate on-going fundraising and marketing activities
- To comply with legal obligations
- To provide transparency relating to donated funds, particularly for Appeals for public donations

Members

Type of information collected:

- Contact details (name, address, telephone numbers, email etc.)
- Areas of interest

Purpose for which SCILS uses the information:

- To provide SCILS services
- To provide communication updates and ensure transparency
- Relating to donated funds, particularly Appeals for public donations, and SCILS operations
- To process donations and provide accurate receipts
- To facilitate ongoing fundraising and marketing activities
- To provide info about SCILS
- To receive invitations to upcoming events and activities
- To recognise your support of SCILS

Online Users

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms and conditions of use of the SCILS' website.

Type of information collected:

- Contact details (name, address, telephone numbers, email etc.)
- Non-personal information eg. visitor navigation and statistics
- Server address, browser type, date and time of visit

Purpose for which SCILS uses the information:

- To analyse website usage and make improvements to the website
- SCILS does not match the personal information collected with the non-personal information

Additional Information

SCILS' website may from time to time contain links to other websites. SCILS stresses that when an online user accesses a website that is not the SCILS website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check that particular website's policy.

How We Collect Information

Where possible, SCILS will collect personal and sensitive information directly from the person. They collect information through various means, including telephone and in-person interviews, appointments, forms and questionnaires. If a person feels that the information that is being requested, either on forms or in discussions, is not information that the person wishes to provide, such concerns can be raised freely with SCILS.

In some situations, SCILS may also obtain personal information about a person from a third-party source. If information is collected in this way, they will take reasonable steps to contact the relevant person and ensure that they are aware of the purposes for which personal information is being collected and the organisations to which SCILS may disclose such information, subject to any exceptions under the Act. For example, SCILS may collect information about a person from a health care professional, such as your doctor (in relevant circumstances).

Health Information

As part of administering SCILS services, SCILS may collect health information. For example, SCILS collects health information (such as medical history) from some participants/clients/beneficiaries participating in SCILS programs. When collecting health information from you, SCILS will obtain your consent to such collection and explain how the information will be used and disclosed.

If health information is collected from a third party (such as your doctor), SCILS will inform you that this information has been collected and will explain how this information will be used and disclosed.

SCILS will not use health information beyond the consent provided by you, unless your further consent is obtained or in accordance with one of the exceptions under the Privacy Act or in compliance with another law. If SCILS uses your health information for research or statistical purposes, it will be de-identified if practicable to do so.

Use and disclosure of Personal information

We only use personal information for the purposes for which it was given to us, or for purposes which are related to one of our functions or activities.

We may share your personal information with other Service Providers in order to meet your support needs.

For the purposes referred to in this Privacy Policy (discussed above under 'Collection of Personal and Sensitive Information'), we may also disclose your personal information to other external organisations including:

- Government departments/agencies who provide funding for SCILS services.
- Contractors who manage some of the services we offer to you; steps are taken to ensure they comply with the APPs when they handle personal information and are authorized only to use personal information in order to provide the services or to perform the functions required by SCILS;
- Doctors and health care professionals, who assist us to deliver our services;
- Other regulatory bodies, such as WorkSafe;
- Referees and former employers of SCILS employees and volunteers, and candidates for SCILS employee and volunteer positions; and
- Our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, SCILS will not disclose an individual's personal information to a third party unless one of the following applies:

- The individual has consented.
- The individual would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information - directly related to the purpose for which it was collected)
- It is otherwise required or authorised by law.
- It will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety.
- It is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities.
- It is reasonably necessary to assist in locating a missing person.
- It is reasonably necessary to establish, exercise or defend a claim at law.
- It is reasonably necessary for a confidential dispute resolution process.
- It is necessary to provide a health service.
- It is necessary for the management, funding or monitoring of a health service relevant to public health or public safety.
- It is reasonably necessary for the enforcement of a law conducted by an enforcement body.

Transfer of Personal Information outside Australia

SCILS does not send personal information out of Australia as routine practice. If they are otherwise required to send information overseas, they will take measures to protect personal information. SCILS will protect personal information either by ensuring that the country of destination has similar protections in relation to privacy or that they enter into contractual arrangements with the recipient of personal information that safeguards a person's privacy.

Our Obligations:

Before SCILS discloses personal information to an overseas recipient, SCILS will take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to the information (APP8.1). SCILS would be accountable if the overseas recipient mishandles the information (Privacy Act section 16C) UNLESS an exception applies

An 'overseas recipient' is a person who receives personal information from SCILS and is not in Australia or the individual to whom the personal information relates.

Disclosing personal information:

As disclosed above, SCILS will generally disclose personal information when we permit that information to become known outside the organisation and release it from SCILS' effective control.

For example, if we were to discuss the personal information at an international conference or meeting overseas or send an email containing an individual's personal information to an overseas organisation.

Overseas provider that stores and manages the personal information we collect.

SCILS does not use cloud-based applications hosted overseas, or an overseas provider to store personal information.

In Summary

SCILS will ensure secure storage of personal information, only authorised access, and controlled disclosure.

Security of information

- we take reasonable steps to protect the personal information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.
- personal information is accessible to the participant and is able for use by relevant workers.
- security for personal information includes password protection for IT systems, locked filing cabinets and physical access restrictions with only authorised personnel permitted access.
- personal information no longer required is securely destroyed or de-identified.

Access to and correction of personal information

If an individual requests access to the personal information SCILS holds about them, or requests that SCILS changes that personal information, SCILS will allow access or make the changes unless we consider that there is a sound reason under the Privacy Act or other relevant law to withhold the information, or not make the changes.

Requests for access and/or correction should be made to the Company Secretary or Chief Executive Officer (details of which are set out below). For security reasons, an individual will be required to put their request in writing and provide proof of their identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.

In the first instance, SCILS will generally provide a summary of the information held about the individual. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in SCILS databases and in paper files, and which may be used on a day to day basis.

SCILS will provide access by allowing the relevant person to inspect, take notes or print outs of personal information that is held about them. If personal information (for example, name and address details) is duplicated across different databases, SCILS will generally provide one printout of this information, rather than multiple printouts.

SCILS will take all reasonable steps to provide access of the information requested within 14 days of your request. In situations where the request is complicated or requires access to a large volume of information, they will take all reasonable steps to provide access to the information requested within 30 days.

SCILS may charge an individual reasonable fee to reimburse the organisation for the cost they incur relating to the individual's request for access to information, including in relation to photocopying and delivery cost of information stored off site. For current fees, please contact the Company Secretary or Chief Executive Officer.

If an individual is able to establish that personal information SCILS holds about her/him is not accurate, complete or up to date, SCILS will take reasonable steps to correct our records.

Access will be denied if:

- The request does not relate to the personal information of the person making the request;
- Providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety;
- Providing access would create an unreasonable impact on the privacy of others;
- The request is frivolous and vexatious;
- The request relates to existing or anticipated legal proceedings;
- Providing access would prejudice negotiations with the individual making the request;
- Access would be unlawful;

- Denial of access is authorised or required by law;
- Access would prejudice law enforcement activities;
- Access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of SCILS
- Access discloses a 'commercially sensitive' decision making process or information; or
- Any other reason that is provided for in the APP's or in the Privacy Act.

If SCILS denies access to information they will set out reasons for denying access. Where there is a dispute about an individual's right of access to information or forms of access, this will be dealt with in accordance with the SCILS complaints procedure.

How we handle specific types of files that contain personal information.

The procedures for handling files containing personal information are the same, as an example:

Participant/Client Files

Purpose

The purpose of "Participant/Client Files" files is to record sufficient detail to ensure that SCILS can provide support to the degree required and as agreed in your personal centred support plan

Collection

It is usual practice to collect personal information directly from individuals.

Sometimes SCILS may collect personal information from an individual's representative or from funding providers

Use and disclosure

SCILS may only use the personal information participant/client files for the purposes of providing support and managing their affairs as agreed with the relevant person.

The personal information participant/client files is not to be disclosed to other organisations or anyone else without consent unless the individual would reasonably expect, or has been told, that information of that kind is usually passed to those organisations or individuals, or the disclosure is otherwise required or authorised by law.

Data quality

SCILS maintains and updates personal information in their participant/client files as necessary, or when they are advised by individuals that their personal information has changed.

Data security

Participant/Client files are stored in either password protected electronic media or in locked facilities in paper form. When no longer required, personal information in participant/client files is archived, destroyed in a secure manner or deleted in accordance with SCILS Records Disposal Policy.

The following staff members have access to Participant/Client files on a need to know basis:

Service Coordinators, Direct Support Professionals, Administration staff, and External Auditors: but only when you have given permission or them to do so.

Contact Lists

Purpose

SCILS maintains contacts lists which include contact information about individuals who may have an interest in disability or SCILS' services. They use these contacts lists to distribute information about our activities and events.

Collection

It is usual practice to collect personal information in contacts lists directly from individuals, for example, where they have asked to be added to a contact list.

Sometimes SCILS collects personal information from a third party or from a publicly available source such as a website or telephone directory. They usually only collect personal information in this way if the individual would reasonably expect us to or has given their consent. For instance, they might collect this information if they thought that the individual (or the organisation they work for) would like to receive information about services SCILS are carrying out, or that they might be likely to consider information about disability care useful in the work they do. SCILS would only contact this individual in their work capacity.

Use and disclosure

SCILS only use personal information in contacts lists for the purpose of managing stakeholder relations.

SCILS do not give personal information about an individual to other organisations or anyone else without consent unless the individual would reasonably expect, or has been told, that information of that kind is usually passed to those organisations or individuals, or the disclosure is otherwise required or authorised by law.

Data quality

SCILS maintains and updates personal information in their contacts lists when they are advised by individuals that their personal information has changed. SCILS also regularly audits contact lists to check the currency of the contact information. They will remove contact information of individuals who advise them that they no longer wish to be contacted.

Data security

The personal information in the contacts lists is stored in either password protected electronic media or in locked cabinets in paper form. When no longer required, personal information in contacts lists is destroyed in a secure manner or deleted in accordance with Records Disposal Policy.

Routine access to contacts lists is limited to the database operators who have responsibility for maintaining the contacts lists. Other staff members have access to the personal information in contacts lists on a need to know basis.

Access and correction

For information about how to access or correct personal information in public awareness and education files see information above

Data breaches

- we will take reasonable steps to reduce the likelihood of a data breach occurring including storing personal information securely and accessible only by relevant workers
- if we know or suspect your personal information has been accessed by unauthorised parties, and we think this could cause you harm, we will take reasonable steps to reduce the chance of harm and advise you of the breach, and if necessary the Office of the Australian Information Commissioner.

Breach of privacy and confidentiality

- a breach of privacy and confidentiality is an incident-follow the Manage incident internally process to resolve
- a breach of privacy and confidentiality may require an investigation
- an intentional breach of privacy and confidentiality will result in disciplinary action up to and including termination of employment.

Changes to this privacy policy

SCILS reserves the right to review, amend and/or update this policy from time to time.

SCILS aims to comply with the APPs and other privacy requirements required to be observed under State or Commonwealth Government contracts.

If further privacy legislation and/or self-regulatory codes are introduced or our Privacy Policy is updated, we will summarise any substantial modifications or enhancements in this section of our Privacy Policy.

The Privacy Amendment (Notifiable Data Breaches) Bill 2016 relates to the mandatory notification of any breaches of privacy to the Office of the Australian Information Commissioner (OIAC) and the affected individuals if SCILS suffers a data breach.

Contact Us

Individuals can obtain further information in relation to this Privacy Policy, or provide any comments, by contacting either;

Company Secretary – Email cosec@scils.com.au or

Chief Executive Officer - Email - ceo@scils.com.au

Telephone: 07 5441 7278

General

Mail - Sunshine Coast Independent Living Service Inc., 9 Daniel Street, Nambour, QLD, 4560

Email – admin@scils.com.au

Assisted Contact

If you are deaf, or have a hearing or speech impairment, you contact us through:

The National Relay Service - www.relayservice.gov.au or via e-mail

If you do not speak English, or English is your second language, and you need assistance to communicate with us, call SWITC (Support with Interpreting, Translating and Communication) www.switc.org.au