

# Privacy Policy

## Introduction

Living My Way is committed to protecting and upholding the right to privacy of Members, Living My Way employees, Board members and support workers. In particular, Living My Way is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

Living My Way requires its employees, volunteers and Board member to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

Living My Way is subject to Federal Privacy Act (1988) and it will follow the guidelines of the Australian Privacy Principles in its information management practices.

Living My Way will ensure that:

- it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of employees, Members, support workers and Board members
- Members are provided with information about their rights regarding privacy
- Members and Living My Way employees are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature
- all Living My Way employees and Board members understand what is required in meeting these obligations

This policy conforms to the Federal Privacy Act (1988) and the Australian Privacy Principles which govern the collection, use and storage of personal information.

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

## Collection of Personal and Sensitive Information

The nature and extent of personal and sensitive information collected by Living My Way varies depending on the Members particular interactions with Living My Way.

Living My Way collects personal and sensitive information from Members, business partners, online users, support workers, Living My Way employees, delegates and prospective employees in order to deliver the services it provides.

This may include:

- contact details
- personal details

- date of birth
- bank details
- health information
- Australian Business Number (ABN)/Tax file numbers and WPN
- And any other information considered reasonable for the conducting of Living My Way business
- Server address, browser type, date and time of visit

Additional to the above, for Living My Way Employees, Members, Board members, Support Workers, the following information may be collected:

- emergency contact person(s)
- 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, drivers licence details
- information and opinions from referees for prospective employees and candidates for volunteer work
- pre-employment health information
- Criminal History Check

## How We Collect Information

Where possible, Living My Way collect personal and sensitive information directly from the Member or client. Living My Way collects information through various means, including telephone and in-person interviews, appointments, forms and questionnaires. If you feel that the information that Living My Way is requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us.

From time to time, promotional offers and special events will be communicated through direct marketing like emails and text message. Individuals will be provided a simple means to opt-out anytime of these communications.

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

## Use of Personal Information

Purpose for which Living My Way uses the information:

- to process an application to become a Member, employee, Board member or a Support Worker to a Member of Living My Way
- to facilitate an employment placement in an appropriate service or position
- to assess, plan and provide Living My Way services
- to enable communication with emergency contacts, advocates, employers (if required), treating professionals, government departments
- to provide Members with the most appropriate services to meet their needs
- to meet any requirements of government funding programs
- to monitor and evaluate existing services and plan for future services
- to provide annual reports and for research purposes which may involve contracted organisations
- to comply with legal obligations
- to process donations, purchases and provide accurate receipts
- to provide transparency about the management and administration of donated funds, particularly for appeals for public donations
- to facilitate ongoing fund raising, grant submission and marketing activities
- to provide information about Living My Way services
- to receive invitations to upcoming events and activities
- to analyse website usage and make improvements to the website to process pay, superannuation, direct debits and salary sacrifice for employees
- to obtain feedback from individuals about their experiences
- to assist Living My Way to review and improve its programs and services
- to keep the Member informed about Living My news, developments and opportunities

## Additional Information for Unsuccessful Applicants

Information relating to unsuccessful applications for employment will be stored securely for reference as required to provide feedback to the applicant or, with the applicant's consent, for consideration of other opportunities with Living My Way. Otherwise, this information will be destroyed after 12 months.

## Disclosure of Personal Information

Living My Way will use personal information for the purposes for which it was collected, or for purposes which are related to one of our functions or activities.

For the purposes referred to in this Privacy Policy, we may also disclose your personal information to other external organisations including:

- Government departments/agencies who provide funding for Living My Way services or any of its Members
- Contractors who manage some of the services we offer to you. Steps are taken to ensure they comply with the Australian Privacy Principles (APPs) when they handle personal information and are authorised only to use personal information in order to provide the services or to perform the functions required by Living My Way
- Doctors and health care professionals, who assist to deliver the services
- Other regulatory bodies, such as SafeWork
- Referees and former employers of Living My Way employees and volunteers, and candidates for Living My Way employee and volunteer positions
- Except as set out above, Living My Way will not disclose an individual's personal information to a third party unless one of the following applies:
  - the individual has consented to the release
  - the release is required or authorised by law
  - 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 will prevent or lessen a serious threat to an individual's life, health or safety or the public's 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 related to our functions or activities
  - it is reasonably necessary for law enforcement purposes.

## Security of Personal and Sensitive Information

Living My Way takes reasonable steps to protect the personal and sensitive information we hold against misuse, inference, loss, unauthorised access, modifications and disclosure. These steps include:

- password protection for accessing our electronic IT systems;
- securing paper files in locked cabinets
- only permitting authorised personnel to access your personal and sensitive information
- ensuring personal and sensitive information is destroyed in a secure manner, or deleted according to our Record Keeping Policy

## Responsibilities for Managing Privacy

- All staff are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.
- The Marketing and Communications Manager is responsible for content in Living My Way 's publications, communications and website and must ensure the following:
  - appropriate consent is obtained for the inclusion of any personal information about any individual including Living My Way's personnel
  - information being provided by other agencies or external individuals conforms to privacy principles
  - that the website contains a Privacy Statement that makes clear the conditions of any collection of personal information from the public through their visit to the website
- The Privacy Officer is responsible for:
  - Safeguarding personal information relating to Living My Way's staff, Board Members, volunteers, contractors and Living My Way's Members.
  - ensuring that all staff are familiar with the Privacy Policy and administrative procedures for handling personal information
  - ensuring that clients and other relevant individuals are provided with information about their rights regarding privacy
  - handling any queries or complaint about a privacy issue

## Privacy Information for Clients

At the intake process Members and clients will be told what information is being collected, how their privacy will be protected and their rights in relation to this information.

## Participants in Research Projects

People being invited to participate in a research project must be:

- given a choice about participating or not
- given the right to withdraw at any time
- informed about the purpose of the research project, the information to be collected, and how information they provide will be used
- given copies of any subsequent publications

The collection of personal information will be limited to that which is required for the conduct of the project. Individual participants will not be identified.

Organisational participants in research projects will generally be identified in Living My Way's research, unless the nature of a particular project requires anonymity or an organisation specifically requests it.