

## CARECC PRIVACY STATEMENT

CareCC is committed to providing quality services and respecting your rights. Your right to privacy and confidentiality will be recognised, respected, and protected in all aspects of your contact with us. This statement outlines our ongoing obligations to you in respect to how we manage our Personal Information. CareCC complies with the requirements of the Privacy Act 1988 (Cth) as well as National Disability Insurance Scheme Act 2013 (Cth), Information Privacy Act (Qld).

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

Personal Information is information or an opinion that identifies an individual. Personal Information includes Health Information, which is information about the physical or mental health or disability of an individual.

Examples of Personal Information we collect but not limited to are:

Name and contact details of client and clients representative and or family members; health status and medical records; service delivery intake information, assessment, reviews and service delivery records; external agency information; feedback and complaints; incident reports and consent forms.

We collect your Personal Information in many ways including:

Correspondence by telephone, video conference, email, via our website, from other publicly available sources and from third parties. Personal Information includes information that is recorded in a visual or audio format, such as photos, videos and sound recordings.

CareCC will only request and retain Personal Information that is necessary to:

- assess your eligibility for support
- provide safe and responsive support
- monitor the supports provided and
- fulfill contractual and other requirements to provide non-identifying data and statistical information to government agencies.

When we collect Personal Information, we will explain to you why we are collecting the information and how we plan to use it.

## 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 such as other disability services. In such cases we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## Disclosure of Personal Information

Your Personal Information will only be disclosed to prevent or lessen a serious and imminent threat to the life or health of you or another person.

Your Personal Information will only be disclosed to outside agencies with your and or your representative's written consent.

We are obliged to disclose your personal information should a person with lawful authority send a request, when required by law, or to fulfil legislative obligations.

## Security and Destruction of Personal Information

Your Personal and Health Information will be stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal and Health Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it.

We will retain and dispose of your Personal and Health Information in accordance with our Privacy and Confidentiality Policy and Procedure.

## Access to your Personal Information

You may access the Personal or Health Information we hold about you, including to update or correct it, subject to certain exceptions. If you wish to access your Personal or Health Information, please speak to a staff member.

To protect your Personal or Health Information we may require identification from you before releasing the requested information.

You have the right to:

- request access to personal information we hold about you
- access this information; and
- make corrections if you consider the information is not accurate, complete or up to date

However, access may be denied in part or in total where:

- the request is frivolous or vexatious;
- providing access would have an unreasonable impact on the privacy of other individuals;
- providing access would be likely to prejudice an investigation of possible unlawful activity;
- providing access would pose a serious and imminent threat to the life or health of any individual;
- **denying access is required or authorised by or under law.**

We aim to address all requests to access or correct information within 2 working days. We will not charge any fee for your access request but may charge an administrative fee for providing a copy of your information.

### **Maintaining the Quality of your Personal Information**

It is an important to us that your information is up to date. We will take all reasonable steps to make sure that your Personal Information is accurate and complete. 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.

### **Complaints and Enquiries**

If you have any queries or complaints about this Privacy Statement or how CareCC manages privacy matters, please contact our Director;

email: [info@carecc.com](mailto:info@carecc.com).

au phone: 0466 058 034

mail: PO Box 3362 Loganholme 4129

website: [carecc.com.au](http://carecc.com.au)

The Director will record your enquiry or complaint and ensure it is addressed accordingly. All feedback and complaints regarding privacy will be dealt with in accordance with our *Feedback and Complaints Policy and Procedure*

### **Monitoring and Review**

This Privacy Statement, along with CareCC *Privacy and Confidentiality* and *Records and Information Management* policies and procedures will be formally reviewed at least annually. Formal reviews will include participant, staff and other stakeholder feedback.

