

**ANGLICARE**SA

# Your privacy

is respected at AnglicareSA



**Together** we change lives.

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## Your privacy

State and Federal Privacy Laws and Regulations require us to carefully manage any personal information provided to us.

This leaflet looks to share our commitment to privacy and outline how we treat all personal information we receive.

More details can be found in the AnglicareSA Privacy Policy on our website ([www.anglicaresa.com.au/privacy](http://www.anglicaresa.com.au/privacy)) or upon request from your nearest AnglicareSA office.

## What is personal information?

Personal information is any information or opinion about a person, or details that can be used to identify someone. Your name, date of birth and contact details are good examples.

Some personal information is also sensitive. Information about your health, race, ethnicity, sexual orientation and/or preferences, your political view or religion are all types of sensitive personal information.

## Collecting your personal information

We collect personal information to enable us to provide services to our customers. For example, we may collect personal information from you if you:

- use one of our services
- are a foster carer, volunteer, job applicant or contractor
- complete an AnglicareSA consent form
- complete an AnglicareSA questionnaire.

We may also collect your personal information from a third party. Normally we will ask your permission when we do this, unless an exception under Australian laws requires or permits us not to.

We may also collect personal information through our website and social networking services such as Facebook and LinkedIn. This is used to respond to your queries, receive your feedback and improve our social media activities.

**Your privacy  
is important  
to us.**



## Recording your personal information

When you receive a service from us, your personal information may be held in a secure client file that is generally kept by the site or the specific program providing your service.

We also record personal information on internal databases, for example to help with incident management, when there is a real or potential risk of harm to you or others.

We may also record personal information when you share feedback, compliment or complain about our services, sites and people.

Personal information is also recorded in order to send you relevant AnglicareSA updates, news or fundraising requests.

You can choose to opt out of your personal information being used for this purpose at any time, simply call us on 08 8305 9230 or send an email to [admin@anglicaresa.com.au](mailto:admin@anglicaresa.com.au).

## Using and sharing your personal information

AnglicareSA may share your information within the organisation to, for example:

- assess what services you require and how we might be able to provide them
- evaluate the services we provide to you
- refer you to other services or programs we offer
- conduct internal reviews and analyse how we deliver our services
- undertake research and analysis
- monitor and act on any risks that may occur in delivering our services to you
- undertaking reporting, including to comply with our obligations under laws and service agreements.

We will never sell, trade or rent your personal information and will get your permission before we share sensitive information with others outside of our organisation.

Some of the situations where we may lawfully share your personal information without your consent include where:

- a court orders us to provide a client file
- we believe there is suspected child or elder abuse or neglect
- it may reduce or prevent a serious threat to the health and safety of any person, including you
- it may help to find a missing person
- you are not able to give us your consent to disclose your health information to someone responsible for you.

## **Obtaining and correcting your personal information**

When you ask, we are obliged – in most cases – to provide you with the personal information that we hold on record about you.

We will also take reasonable steps to correct any personal information that is incorrect.

We encourage you to complete a Request for Personal Information Form if you need to see or change any of your personal information held on record by AnglicareSA.

You will find the form on our website, [www.anglicaresa.com.au/privacy](http://www.anglicaresa.com.au/privacy). Alternatively, our Privacy Officer will help with your request.

## How to make a complaint

If you are not satisfied with the way we have handled your personal information or a request, we encourage you to write to us and let us know.

**Email:**

feedback@anglicaresa.com.au

**Post:**

The Complaints Officer  
159 Port Road  
Hindmarsh, SA 5007

If you are unhappy with our response, you can contact the Office of the Australian Information Commissioner (OAIC).

You will find the complaint form on the OAIC's website – [www.oaic.gov.au/privacy/privacy-complaints](http://www.oaic.gov.au/privacy/privacy-complaints) – or feel free to call 1300 363 992.

## Contacting AnglicareSA

If you would like further information or have any questions about how AnglicareSA handles your personal information please contact our Privacy Officer:

**Email:**

privacy@anglicaresa.com.au

**Post:**

The Privacy Officer  
159 Port Road  
Hindmarsh, SA 5007

***ANGLICARESA***

(08) 8305 9200

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