

South Coast Medical Service Aboriginal Corporation (SCMSAC)

PRIVACY STATEMENT

South Coast Medical Service Aboriginal Corporation (SCMSAC) commits to protecting the right of every individual to privacy and confidentiality. When handling personal information, we comply with the **Australian Privacy Principles (APP)** prescribed by the **Privacy Act 1988 (Cth)** as well as some NSW privacy laws.

This Statement outlines how we manage the personal information of people accessing our services, people who assist in the provision of our services and other people who interact with our organisation.

From time to time, we may update this Statement and/or our Privacy and Confidentiality Policy and Procedure ('Privacy Policy') to reflect legislative or operational changes.

What is Personal Information?

Personal Information is information which identifies, or could be used to identify, a particular person. For example, it may include (but is not limited to) a person's:

- name and date of birth
- contact details
- employment status
- banking and financial information
- Medicare, Pension or Veterans Affairs number

Sensitive and Health Information is a type of Personal Information that is afforded an even higher level of privacy protection under the APPs. It includes information about a person's racial or ethnic origin; political opinions and affiliations; religious and philosophical beliefs; trade union or professional association membership; sexual orientation; criminal record; genetic and health data.

Collecting Personal Information

What information does SCMSAC collect about you?

As a health, wellbeing and support service provider, SCMSAC collects Personal Information belonging to a wide range of people including SCMSAC members and directors, employees, contractors, foster carers, patients, clients, children and young people and their families.

We only collect personal information **needed to perform our functions and activities**. Therefore, the information we collect about you will depend on the reason for your involvement with us.

How does SCMSAC collect your Personal Information?

We only collect Personal Information **by lawful and fair means**.

Unless it is unreasonable or impracticable to do so, we collect information from you directly either through conversations with you or via other methods such as forms, letters, emails, our website and official SCMSAC social media accounts.

Sometimes we may need to obtain information from a third party such as your parent/guardian or person responsible. If this occurs, we will discuss the matter with you at the earliest opportunity.

Unsolicited Personal Information

If we receive your Personal Information from a third party without requesting it, and the information we receive is reasonably necessary for our functions and activities, we will only retain the information if we could have obtained it by other, lawful and fair means. Otherwise, we will destroy or de-identify the information as soon as possible.

Obtaining your consent

We obtain your written consent before collecting Sensitive and Health Information from you. This is done when you become involved with us. For example, when you apply for a job, attend one of our services for the first time, or register for one of our programs.

Anonymity and Pseudonyms

Where it is lawful and practical, we allow you to remain anonymous or use a pseudonym (i.e. false name). However, due to the nature of our services, we usually require your real name and contact details.

What happens if you don't provide Personal Information?

If we are not able to obtain adequate information from/about you, this may adversely affect your experience with us. For example, we may be unable to determine whether you are eligible to access our services, or we may have difficulty tailoring our services to meet your needs.

Storage and Security of Personal Information

We record and store Personal Information in both electronic and hard copy formats and take all reasonable steps to protect our records from misuse; loss; unauthorised access, use, disclosure or modification; and other interference.

Our security measures involve a combination of hardware and equipment, security systems, information and communication technology (ICT), education and training, work practices and policies and procedures.

We will destroy or de-identify your Personal Information when it is no longer needed for any purpose for which it was collected (unless required to retain it for a longer period to comply with contractual or legal obligations).

Use and Disclosure of Personal Information

We will only use (*i.e. within SCMSAC*) or disclose (*i.e. share with third parties outside SCMSAC*) your Personal Information:

1. for the purpose for which it was collected
2. for a related secondary purpose
3. where required or authorised by law

We will **NOT** use or disclose your Personal Information for a purpose other than those listed above, without obtaining your further consent.

For example:

We may **use** Personal Information to:

- deliver our services
- process payments (made or received) – *e.g. wages, carer payments, preschool fees, GP consult fees*
- manage, evaluate and improve our services – *e.g. conducting surveys to evaluate client satisfaction*
- answer enquiries or resolve a complaint
- report to funding bodies

We may **disclose** Personal Information:

- to our staff or authorised carers for the specific purpose of providing services to you
- about children/young people in care to their parent or guardian
- to the police, courts or government authorities
- if we suspect a child or young person is at risk of harm
- if it is necessary to lessen or prevent a serious threat to a person's life, health or safety (including your own)

Direct Marketing

If you consent to receive marketing communications, we will use your Personal Information to send promotional material about our services to you (by mail, email or SMS). If you don't want to receive these, you can withdraw your consent by advising us verbally or in writing or 'unsubscribing' from our mailing list.

Accessing your Personal Information

You can request access to your Personal Information (including health record) using the contact details below. This includes the right of a parent/guardian to access records pertaining to their child/ren.

From time to time, we may deny or limit/restrict access. For example, this may occur where:

- granting access would unreasonably impact on the privacy of others
- the request is frivolous or vexatious
- the information relates to existing or anticipated legal proceedings against SCMSAC
- granting access may result in a breach of our duty of care to the individual concerned

If your request is denied, we will advise you of the reasons in writing.

We may charge you a fee to recover costs associated with processing your request, such as photocopying.

Correcting & Updating your Personal Information

If you believe that information we hold about you is inaccurate, out of date or incomplete, please contact us and we will take all reasonable steps to amend the information.

Feedback and Complaints

If you have concerns about how we are managing your Personal Information, please tell us about it. If we are unable to resolve the issue, you can make a formal complaint using the contact details below.

We treat all potential breaches of privacy very seriously and will investigate and respond to your complaint in a timely manner.

If you are unhappy with the outcome of your complaint, you can seek further assistance from external government bodies such as the:

[Office of the Australian Information Commissioner](#)
[Information and Privacy Commission NSW](#)
[NSW Ombudsman](#)

CONTACT US

For privacy related enquiries, complaints and/or to request a copy of our Privacy Policy:

Telephone: The Executive Assistant, CEO
(02) 4448 0200

Write to us:

- Via our website: www.southcoastams.org.au
- By email: ceo@southcoastams.org.au
- By post: Executive Assistant, CEO
PO Box 548
NOWRA NSW 2541