



## Privacy Policy

Our policy is to respect and protect the privacy of all people connected with the Aurora Coordination including participants, providers, employees, contractors and community partners. This Privacy Policy details:

- the kinds of personal information we collect and hold
- how and why we collect and hold that information and how we use it
- how you can access and amend your personal information and
- how you may make a complaint if you think that we have breached our privacy obligations

### What is personal information?

Personal information is information or an opinion about an individual whose identity is reasonably identifiable. We collect and hold information which is necessary for us to carry out our role. The kinds of information that we collect and hold includes, but is not limited to, personal information about participants and other users of our services, and about our employees, contractors and suppliers.

Examples of personal information that we may collect includes:

- name, contact details, date of birth, age and gender
- details about your physical or mental health, including disabilities
- health information such as doctors you have seen or health services you have received.
- information about your support requirements
- details of guardians and nominees, including names, addresses and contact details
- details of feedback or complaints about services provided by us
- bank account details
- employee records

### Privacy obligations

In dealing with personal information, we abide by the obligations imposed on us under federal law, including the *Privacy Act 1988* (Cth) *Privacy Act* and the *National Disability Insurance Scheme Act 2013* (Cth) (*NDIS Act*). We are also bound by confidentiality and secrecy provisions in the *National Disability Insurance Scheme Act 2013* (Cth) (*NDIS Act*). These provisions limit how we collect and use personal information and when and to whom information can be disclosed.

The Privacy Act authorises our collection of personal information where this is required to facilitate the provision of supports and perform our other functions. You can choose to deal with us anonymously, in which case your personal information is not subject to privacy laws. However, in order to successfully deliver our services, it is impractical to deal with a person on an anonymous basis and we may not be able to assist you if you seek to deal with us anonymously.

## **How will Aurora Coordination collect and hold personal information?**

We often collect personal information from people directly or from people who are authorised to represent them. While you do not have to provide us with all information requested, not providing this information to us may mean that we may not be able to successfully deliver our services.

We sometimes collect personal information from a third party if you have consented, been told of this practice, or would reasonably expect us to collect the information in this way. An example of this is collecting information from a healthcare service, such as a residential care facility. We may also collect personal information from third party disability support providers, state and territory governments and other Commonwealth government entities where this collection is authorised under law.

Your personal information may also be collected if and when you communicate with us electronically, through the mail or in person.

## **How do we use and disclose personal information?**

We collect, hold, use and disclose personal information for the purpose of providing services, conducting our operations, communicating with participants and providers, and complying with our legal obligations. If we need to disclose personal information outside our organisation, we will de-identify the information prior to disclosure, wherever it is practicable to do so. We will not normally disclose a person's personal information to anyone outside our organisation except where that person consents; or where the disclosure is authorised or required under law.

Some examples of when we may disclose personal information include:

- this is required or authorised by law, including under the NDIS Act;
- it will prevent or lessen a serious and imminent threat to someone's life or health or a threat to public health or safety; or
- it is a necessary part of an internal investigation following a complaint; or

We may use your information to seek feedback from you regarding your level of satisfaction with our services.

We will not sell or rent your information to anyone and will not transfer your information overseas unless you agree to this.

We always liaise with you directly, unless you have a nominee appointed, or you request us to liaise with an authorised representative. In the case of child participants, we liaise with the child representatives who are usually their parents, or legal guardians.

## **How does Aurora Coordination protect personal information?**

We take steps to ensure that no-one outside our organisation can access information we hold about someone without that person's consent, unless that access is authorised or required under law.

We have systems and procedures in place to protect personal information from misuse and loss, as well as from unauthorised access, modification or disclosure. These steps include:

- paper records are held securely in accordance with security guidelines;
- access to personal information is on a need-to-know basis, by authorised personnel;
- our premises have secure access; and
- storage and data systems and protections are regularly updated.

When no longer required, personal information is destroyed in a secure manner, or archived or deleted in accordance with our obligations under the law.

### **How do we use and disclose information collected from our website?**

We will only use personal information submitted through our website for the purposes for which the information was provided.

Email addresses provided through website queries will only be used for the purpose of responding to those queries and will not be added to any mailing lists (unless that person has elected to subscribe to our mailing list). We will not use or disclose an email address for any other purpose without the relevant person's consent, unless it is otherwise in accordance with the Privacy Act or the NDIS Act.

### **How can you access or update the information Aurora Coordination holds?**

We aim to ensure that the information we hold about is accurate, up to date, complete and relevant before acting on it. If you learn that the personal information we hold about you is inaccurate, outdated, incomplete, irrelevant or misleading, contact us so that the information can be updated and we will action this request promptly.

If a participant or registered provider would like to see what information we hold about them, they can ask to access the information by contacting our Director – Charmaine Fraser. Sometimes it may not be possible to give the person a copy of all information we hold about them, especially if it contains details about other people, or if providing the information may lead to harm being done to another person.

### **How does Aurora Coordination deal with Tax File Numbers?**

If a person gives us their Tax File Number (TFN), we keep that information secure. Due to legal restraints on the disclosure of TFNs, if a person asks us for their TFN, we will not be able to provide it to them. If a person wants to obtain their TFN, or the TFN of a family member, they will need to obtain this from the Australian Taxation Office directly.

### **How can you contact us regarding privacy matters?**

- Email: [hello@auroracoordination.com.au](mailto:hello@auroracoordination.com.au)
- Phone: (02) 4054 9903
- Website: [www.auroracoordination.com.au](http://www.auroracoordination.com.au)