

PRIVACY STATEMENT

To be read in conjunction with Cara's *Privacy and Information Handling Policy*

Cara values your privacy. This Privacy Statement describes how your privacy is respected and protected in accordance with the Australian Privacy Principles.

What kind of information does Cara collect and hold about you?

This Statement applies to all information we collect about you including personal information collected in person, in forms completed by you or on your behalf, by telephone, through our website, via other service providers and by other electronic communication channels (e.g. desktop, laptop, mobile phone or other consumer electronic device).

Why do we collect personal or sensitive information?

We collect personal information to undertake and provide quality person-centred services and activities. Due to the nature of our services, this may include collecting sensitive information, including health information.

We also collect personal information so that we can improve and perform our business activities and functions and to better respond to any queries or complaints that you may have.

Cara will ordinarily only collect personal or sensitive information with your consent, or if required by law or our duty of care obligations.

Information Cara collects about you includes, but is not limited to:

- Name, address, telephone number and other contact information
- Marital Status, birth date, gender
- NDIS Number, Tax File Number, and other government identifiers
- Next of Kin and Emergency contact information
- Details connected with medical history
- Images of individuals in photographs or videos.

Cara will also collect, use and share information related to the services we

provide to you in connection with the National Disability Insurance Scheme.

This information is subject to the protections of the *National Disability Insurance Scheme Act 2013*.

Anonymity and Pseudonymity

Wherever it is lawful, practicable and does not compromise the provision of services Cara will give its customers the option of not identifying themselves when information is collected.

How secure is the information we hold about you?

We regard the security of your personal information as a priority and do everything we can to protect it. Everyone who may have access to your information is required to sign a confidentiality agreement and if contract service providers are used, they are bound by our Privacy Policy.

Cara has robust IT security measures in place to protect the information it holds about you from misuse and loss, and from unauthorised access, modification or disclosure.

Data Quality

Cara will take reasonable steps to confirm the accuracy, completeness and currency of any information about you that we collect, use or share. Wherever possible we will make every effort to correct inaccurate or incomplete information.

When will we disclose or share personal information?

Cara will only collect information that is necessary for what we do. Wherever possible and practicable, information will be collected directly from you rather than from someone else.

Where personal information is collected from a third party, we will always seek your consent and you will be informed about why the information is being collected and how it will be used.

Cara only uses or discloses information for the purpose for which it was collected, or for a reason related to the primary purpose. The exception is where information is required by law or in relation to our obligations under the State Government's Information Sharing Guidelines.

Consent from you for us to disclose or share information to a third party can be withdrawn at any time by contacting Cara's privacy officer.

Information Sharing Guidelines

Cara follows the SA Government Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).

This means that we will work closely with other agencies to coordinate the best support for customers and their families.

Under the ISG, informed consent for the sharing of information will be sought and respected in all situations unless:

- it is unsafe or impossible to gain consent or consent has been refused; **and**
- without information being shared, it is anticipated the customer, or a member of their family will be at risk of serious harm, abuse or neglect, or pose a risk to their own or public safety.

We will always seek to gain your consent for release of information before information is disclosed to anyone else. (Note: exceptions may apply when applying the ISG and information is shared to facilitate service provision where there is risk of harm).

Reasonable steps will be taken to maintain the security and protect the privacy of information that is transferred.

Disclosure to overseas recipients

Cara outsources a number of operational activities to third parties which includes entities overseas.

We take all reasonable steps to implement contractual data protection requirements under Australian privacy laws. We may also securely store electronic information in data centres overseas. Information held in these data centres is not used or accessed by foreign entities unless provided for in Cara policy.

What if there is a privacy or data breach?

Cara takes privacy and data breaches seriously. If we suspect that your personal information has been involved in a possible data breach, we will act quickly to determine if the data breach is likely to result in serious harm to anyone. If so, we will immediately take all possible steps to:

- contain the breach;
- remediate any risk of harm;
- notify impacted individuals and the Commissioner; and
- review the incident and consider how we can prevent future breaches.

Accessing and correcting personal information held by Cara

You have the right to access and seek correction of any personal information we hold about you within a reasonable timeframe. Information will only be withheld in exceptional circumstances for legal reasons.

Our Privacy and Information Handling Policy outlines how you can access information Cara holds about you.

Making a complaint about a privacy breach

If you wish to make a complaint about a possible breach of privacy and it cannot be resolved at the service level, you can provide full details of your complaint to Cara's Privacy Officer on email privacy@cara.org.au.

Cara is committed to the quick and fair resolution of any complaints and will ensure complaints are taken seriously and without prejudice.

If your complaint relates to a failure to provide access to or to correct any personal information that Cara holds, you may lodge a complaint directly with the Office of the Australian Information Commissioner (OAIC) on 1300 363 992. The OAIC website www.oaic.gov.au has information on how to make a privacy complaint.

Privacy Officer

Informal questions regarding this Privacy Statement or the operation of Cara's Privacy Policy should be addressed to Cara's Privacy Officer on 8347 4588 or email privacy@cara.org.au