

Privacy Policy

ABLE AUSTRALIA PRIVACY POLICY

Able Australia is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

1. Your privacy is important

This statement outlines Able Australia's policy on how Able Australia uses and manages personal information provided to or collected by it.

Able Australia is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. In relation to health records, Able Australia is also bound by applicable state and territory health and information privacy legislation.

Able Australia may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Able Australia's operations and practices and to make sure it remains appropriate to the changing legal environment.

2. What kind of personal information does Able Australia collect and how does Able Australia collect it?

Able Australia will only collect personal and sensitive information that is necessary to carry out services. The type of information Able Australia collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Personal details (i.e. name, address, telephone number, email etc.)
- Racial or ethnic origin
- Religious beliefs or affiliations
- Membership of a professional or trade association
- Membership of a trade union
- Sexual preferences or practices
- Criminal record
- Health information as required.

2.2. Personal Information you provide:

Able Australia will generally collect personal information held about an individual in situations such as:

- access and use of the Able Australia website
- conversations and via correspondence between you and our representatives
- as part of access processes for services or programs
- when you complete an intake form
- when you register for our conferences, events or courses and when you participate in our

Doc Number: CS-04	Name: Privacy Policy	Released: May 2019	Updated: March 2022	Version: 3.0
Authorising Area: Corporate Services		Document Owner: General Manager, Corporate Services		
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activities

- when you complete our forms for the provision of services when you complete a survey or make a donation
 - when you provide supporting documents
 - through attending appointments or during provision of supports
- You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

2.3. Personal Information provided by other people:

In some circumstances Able Australia may be provided with personal information about an individual from a third party, for example legal guardian.

2.4. In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the Able Australia's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between Able Australia and employee. However, Able Australia must provide access and ensure compliance with the Health Privacy Principles under the various state / territory Health Records Acts.

3. How will Able Australia use the personal information you provide?

Able Australia will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, Able Australia will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. If we use your personal information obtained from elsewhere we will still send you direct marketing information where you have consented and which will also contain an opt out. We will always obtain your (*written*) consent to use sensitive information as the basis for any of our direct marketing.

Able Australia uses your personally identifiable information to inform you of other products or services available from Able Australia and its affiliates. Able Australia may also contact you via surveys to conduct research about your opinion of current services or of potential new services

We may use video surveillance for security purposes and the footage will be used only by Able Australia and by the providers of our security services for security purposes. Surveillance videos are not used by Able Australia for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

3.1. Job applicants, workers and contractors:

In relation to personal information of job applicants, workers and contractors, Able Australia's primary purpose of collection is to assess and (if successful) to engage the applicant, worker member or contractor, as the case may be.

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The purposes for which Able Australia uses personal information of job applicants, worker and contractors include (but is not limited to):

- for insurance purposes
- satisfy Able Australia’s legal and legislative obligations

Examples of Personal Information relating to the employment of the employee / contactor are Health Information and Personal Information about all or any of the following:

- engagement, training, disciplining or resignation of employee
- termination of employment of employee
- terms and conditions of employment
- employee’s personal and emergency contact details
- performance and conduct record
- hours of employment
- salary or wages
- any membership of a professional or trade association
- trade union membership
- recreation, long service, sick, personal, maternity, paternity or other leave; and
- employees taxation, banking or superannuation affairs.

Where Able Australia receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

3.2. Volunteers:

Able Australia also obtains personal information about volunteers who assist the organisation in its functions or conduct associated activities, such as to enable Able Australia and the volunteers to work together. All volunteer personal information will be safeguarded within the same processes as worker personal information practices.

3.3. Marketing and fundraising:

Able Australia treats marketing and seeking donations for the future growth and development of the organisation as important and a key operational function. Personal information held by Able Australia may be disclosed to an organisation that assists in the organisations fundraising, for example, Able Australia’s marketing publisher / news media.

3.4. Use of Commonwealth Government identifiers

Able Australia will not use Commonwealth Government identifiers, such as Medicare or drivers licence numbers, as its own identifier of individuals. Able Australia will only disclose such identifiers in the circumstances permitted by privacy or other relevant legislation.

4. Who might Able Australia disclose personal information to?

Able Australia may disclose personal information, including sensitive information, held about an individual to:

- government departments

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- people providing services to Able Australia; and
- anyone you authorise Able Australia to disclose information to.

4.1. Sending information overseas:

Able Australia will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

Able Australia will take reasonable steps to ensure that the overseas recipients do not breach the privacy obligations relating to your personal information.

5. How does Able Australia treat sensitive information?

In referring to ‘sensitive information’, Able Australia means:

“information relating to a person’s racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual”.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

6. Management and security of personal information

Able Australia’s workers are required to respect the confidentiality of personal information and the privacy of individuals.

Able Australia has in place steps to protect the personal information the organisation holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.

7. Our website

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you. This information is used by Able Australia for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Able Australia website.

Our website may contain links to other websites operated by third parties. Able Australia make no representations or warranties in relation to the privacy practices of any third-party website. Able Australia is not responsible for the privacy policies or the content of any third-party website. Third-

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party websites are responsible for informing you about their own privacy practices.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Able Australia public message boards, this information may be collected and used by others. Note: Able Australia does not read any of your private online communications.

7.1 Security of your personal information

Able Australia secures your personal information from unauthorized access, use or disclosure. Able Australia secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

8. Updating personal information

Able Australia endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the organisation by contacting the Privacy Officer of Able Australia at any time.

The Australian Privacy Principles and the Health Privacy Principles require Able Australia not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

9. Accessing your personal information

You have the right to check what personal information Able Australia holds about you. Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which the organisation holds about them and to advise the organisation of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information Able Australia holds about you, please contact the Privacy Officer in writing.

Privacy Officer
 413 Canterbury Road
 Surrey Hills VIC 3127
 Telephone: 1 300 225 369
privacy@ableaustralia.org.au

Able Australia may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, the organisation may charge a fee.

to retrieve and copy any material. If the information sought is extensive, Able Australia will advise the likely cost in advance.

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10. How long will Able Australia keep my information?

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

11. Our compliance with the Notifiable Data Breaches Scheme

The Notifiable Data Breaches scheme requires entities captured by the scheme to notify the Office of the Australian Information Commissioner (OAIC) and affected individuals of any data breach which are likely to result in serious harm to individuals whose personal information is involved in the breach.

Able Australia will notify you in the event your personal information is involved in a data breach that is likely to result in serious harm. This notification will include recommendations about the steps you should take in response to the breach. We will also notify the Office of Australian Information Commissioner of eligible data breaches. Each suspected data breach reported to us will be assessed to determine whether it is likely to result in serious harm, and as a result, require notification.

12. Enquiries and privacy complaints

If you would like further information about the way Able Australia manages the personal information it holds, please contact the Privacy Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Privacy Officer who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

Email:
enquiries@oaic.gov.au
 Tel: 1300 363 992
 Fax: +61 2 9284 9666

To lodge a complaint either complete the Complaints and Suggestions form on the Able Australia website www.ableaustralia.org.au or contact the National Office: 1 300 225 369.

Requests or enquiries regarding this Privacy Policy or personal information held by Able Australia can be made by email: info@ableaustralia.org.au or by phoning our National Office on 1 300 225 369.

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