



This document outlines the Privacy and Confidentiality Policy of the Can:Do Group.

This Privacy and Confidentiality Policy sets out how the Can:Do Group complies with its legal obligations to respect and safeguard the privacy of its clients, employees and other individuals with which it deals. This policy is based on our obligations under the *Privacy Act 1988* (Cth) (“Act”) (including Australian Privacy Principles (“APPs”).

All Can:Do Group, employees, volunteers and other individuals involved in the organisation are required to adhere to this Privacy Policy.

This Privacy Policy outlines how the Can:Do Group manages personal information it collects from clients, parents, carers, guardians, donors and other stakeholders. This policy also considers the types of personal information held, used and disclosed by the Can:Do Group.

By supplying your personal information to us, you are agreeing to be bound by this Privacy Policy.

Collection of Personal Information

The Can:Do Group collects personal information from clients, parents, carers, guardians, donors and other stakeholders where it is necessary for us to provide services. We will take all reasonable steps to ensure that we collect personal information in a fair, non-intrusive and lawful way.

Types of personal information the Can:Do Group will collect includes:

- Contact information such as your name and address, telephone numbers and email address;
- education information such as school reports, teacher contact information;
- health information such as medical condition and/or disability type including Health Care Plans; and
- other sensitive information including protected personal information and court/custody orders.

The Can:Do Group collects personal information directly from you when you seek or enquire about our services, when you complete any Can:Do Group forms or disclose information to our people.

Wherever possible and practicable, personal information will be collected directly from you, rather than from someone else. Where personal information is collected from a third party, we will take all reasonable steps to obtain your consent prior to collection of the information. We will inform you of the reason for the information collection and how it will be used.

Where we will collect personal information regarding a child under the age of 18 or a person who has a guardian responsible for them, we will seek consent to collect personal information from the individual’s legal guardian.

We will only collect or disclose sensitive information about clients, employees and other stakeholders with the consent of the individual concerned, or where required by law.

Anonymity & Consequences of Not Providing Necessary Details

Where lawful and practical, you may use a pseudonym or decline to identify yourself when dealing with the Can:Do Group. It may be necessary to identify yourself to be able to access services provided by the Can:Do Group.

As services of the Can:Do Group are often funded by third parties such as the National Disability Insurance Scheme, Hearing Services Program government, there are requirements to report key statistics and information related to clients. Were you refuse to allow us to collect or disclose this information as required by funding bodies, it may lead to cessation of services. This will be determined on a case by case basis.

Use and Disclosure of Personal Information

The Can:Do Group collect, holds, uses and discloses personal information for a variety of purposes including:

- as a necessary part of providing our services to you;
- to arrange for other service/s for you including health and education;



Privacy & Confidentiality

- liaising with professionals regarding your treatment/supports and services we provide to you;
- to promote and market our services to you or provide you with information that we believe may be of interest to you (unless as directed otherwise);
- to help us research the needs of our clients and to market our services with a better understanding of your needs and the needs of customers generally;
- to allow us to provide advertising material to you regarding us, and our clients; and
- other purposes related to any of the above.

We will only use your information for the purposes for which it was collected (“primary purposes”) or a purpose related to the primary purpose, if this use would be reasonably expected by you, or otherwise, with your consent.

Can:Do Group will not disclose any information gathered from clients, staff and other stakeholders to any third party without prior written consent of the individual (or the written consent of a person who is responsible for the individual) except:

- non-identifying data required by funding bodies and by government departments for planning purposes;
- where it is reasonable that the disclosure is necessary to prevent or lessen serious threat to the life or health of the client or another person. Please see Information Sharing Guidelines for promoting safety and wellbeing issued by Ombudsman SA;
- where lawfully required to ensure that the business operations of the organisation are maintained;
- where required by law or by Government Offices/Agencies; and
- when Can:Do Group engages the services of an external mail house, consultant and/or data cleansing agency.

Where we disclose your personal information to a third party, we will take all reasonable steps in the circumstances to ensure that your personal

information is protected from misuse, loss, and unauthorised access, modification and disclosure.

We may use personal information (excluding sensitive information) for direct marketing purposes in accordance with the APPs, the *Do Not Call Register Act 2006* and the *Spam Act 2003*. If you would not like your personal information to be used for a direct marketing purpose, please contact us at the information below.

Can:Do Group may generate and use its own unique identifying code or numbers for its clients, staff or other stakeholders. We may also collect, use and disclose identifiers used by government agencies.

Where a disclosure is deemed reasonable to prevent or lessen serious threat to the life or health of the client or another person, the Can:Do Group may disclose personal information to a third party in accordance with the [Information Sharing Guidelines](#) for promoting safety and wellbeing formulated by Ombudsman SA.

Cookies and Analytics

We use “cookies” or similar technologies to collect data on our websites. A cookie is a small file, typically of letters and numbers, downloaded on to a device when you access our website. Our website collects the following information from users:

- your server address;
- your top level domain name (for example, .com, .gov, .au etc);
- the date and time of your visit to the site;
- the pages you accessed;
- the previous site you have visited; and
- the type of browser you are using.

If you use our website, we may also collect information about your device and activity on our website through the use of Google Analytics tools. Information collected by the Google Analytics tools does not identify individuals.

Quality, Access to & Correction of Information

Can:Do Group will endeavor to take all reasonable steps to ensure that the personal information collected, used or disclosed, is accurate, complete and up-to-date.



Privacy & Confidentiality

A right of access is available to individuals regarding personal information held by the organisation, by way of a written request to the Quality, Compliance and Risk Manager.

Can:Do Group will take all reasonable steps to provide clients, staff and other stakeholders with an overview of the type of personal information held by the Can:Do Group, the purpose for it being held, and the methods of collection, use and disclosure of the information this access within twenty-one days of original request.

In limited circumstances, the Can:Do Group may be barred from providing requested information to clients, staff and other stakeholders. This includes where giving access to the information will be unlawful, where a court or tribunal has ordered that access to the personal information be denied, or where giving access to the information is likely to prejudice one or more enforcement related activities conducted by an enforcement body.

Where you enter into an arrangement with the Can:Do Group that involves third parties, we will take steps to ensure that your information is handled in accordance with the APPs. For further information on which third parties may receive your information please refer to any signed documents you have entered into.

Wherever possible and reasonable, steps will be taken to correct inaccurate or incomplete personal information.

Data Security

Can:Do Group will ensure that all personal information held is protected from misuse, unauthorised access, modification or disclosure.

Can:Do Group will destroy or de-identify personal information that is no longer required. Under legislative and or contractual obligations, Can:Do Group is required to retain client records for up to seven years after closure of a file or until the child is 25 years old.

Complaints

If you believe that we have breached a term of this Policy or the Act you may submit a complaint via

Can:Do Group's complaints process. This can be done via a written complaint post or email, Telephone, in person or our website.

If you wish to be contact about your complaint you will need to include contact details for us to contact you.

Our Privacy Officer will consider your complaint and respond as soon as reasonably possible, but not more than 14 days from receiving the complaint.

If you are unsatisfied with the outcome of your complaint you may refer your complaint to the Office of the Australian Information Commissioner to be resolved.

Contact us

If you wish to:

- gain access to your personal information;
- make a complaint about a breach of your privacy;
- contact us with a query about how your information is collected or used;
- contact us regarding any other matter concerning this Policy,

You can speak directly with our people who will do their best to try to resolve your issue as simply as possible. Alternatively, you can write to us or send us an email so that our Privacy Officer can consider the matter.

We will respond to you as soon as reasonably possible.

If you do not wish to receive direct marketing from us, please contact our Privacy Officer via the details below. Our contact details are as follows:

Phone: **08 8100 8200**
Postal address: **Privacy Officer**
59-61 Grange Road
WELLAND SA 5048

For more information on privacy see the Office of the Australian Information Commissioner's website at: <http://www.oaic.gov.au>.