



Privacy and Dignity Statement

This document outlines how we will protect the personal information and dignity of our clients.

Can:Do Group's Privacy and Dignity Statement ensures compliance with legal obligations to protect the privacy of clients and others. We follow rules from the NDIS Quality & Safeguards Commission, the Hearing Services Program, and other third-party regulations.

This policy is based on the Australian Privacy Principles (APPs). Everyone involved with Can:Do Group, including employees, volunteers, and others, must follow this policy. It outlines how personal information from clients, parents, carers, guardians, donors, and stakeholders is managed, used, and disclosed.

This Privacy and Dignity Statement applies when you interact with our services provided by Townsend House Incorporated ABN 29 378 746 905 trading as:

- Can:Do 4Kids
- Can:Do Hearing
- Can:Do Group Charities
- Can:Do 4Kids Townsend House

Collection of Personal Information

Can:Do Group collects personal information from clients, parents, carers, guardians, donors, and stakeholders as necessary for service provision.

We will gather this information in a fair, non-intrusive, and lawful manner.

Information collected may include:

- Your name and address, telephone numbers, and email address;
- School reports and teacher contact information;
- Medical condition and/or disability type including Health Care Plans, Hearing Services Program details and NDIS plans;
- Other sensitive information including protected personal information and court/custody orders.

Whenever feasible and practical, personal information will be collected directly from you rather than from a third party. This generally occurs where you interact with our website, communicate with us (including in person, via telephone or mail) or in the course of us engaging with you to provide our services.

If information is collected from someone else, we will make reasonable efforts to obtain your consent beforehand.

We will also inform you of the purpose of collecting the information and how it will be used.

When collecting personal information about a child under the age of 18 or a person with a legal guardian, we will seek consent from the individual's legal guardian to do so.

If you are providing us with someone else's personal information (for example, where you are their legal guardian), you must ensure that you are authorised to provide that information without us taking any further action.

Impact of Incorrect Information

When lawful and practical, you can choose to use a pseudonym or not identify yourself when dealing with Can:Do Group. However, for the purpose of accessing our services, identification may be necessary. Since our services are often funded by third parties like the National Disability Insurance Scheme and Government programs, we're required to report certain statistics and client information.

If you refuse to allow us to collect or disclose this necessary information, it may lead to the cessation of our services. In this situation, each case will be assessed individually.

Use and Disclosure of Personal Information

Can:Do Group collects, holds, uses and discloses personal information for various purposes, including:

- As a necessary part of providing our health and disability support services to you;
- As part of our services, assistance with arranging other services for you, including health and education;
- Liaising with professionals regarding 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 directed otherwise);
- To assist us in researching the needs of our clients and to market our services with a better understanding of your needs and the needs of clients generally;
- To enable us to provide advertising material to you and others regarding the services that we provide;
- As necessary to manage and operate our business and deliver our services to you, including third party service providers such as Splose and CounselEar (our client record management systems). You can view the



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Splose Privacy Policy [here](#) and the CounselEar Privacy Policy [here](#).

- Other purposes directly related to our services that you would reasonably expect.

Where we disclose personal information to third party service providers, we will all take reasonable steps to ensure that those parties are authorised to use the personal information only for the purpose for which it was disclosed and handle the personal information in accordance with applicable privacy and confidentiality obligations.

Some of the entities to whom we disclose your personal information may store your personal information overseas. In these circumstances, we will take all reasonable steps in the circumstances to ensure that the overseas recipient handles the personal information consistent with the applicable privacy laws.

We may also use artificial intelligence products to provide our services more efficiently, such as taking transcripts of meetings, sessions or interactions. We will ensure that any products we use have appropriate safeguards and restrictions in place to protect your privacy.

Cookies and Analytics

We use “cookies” or similar technologies to collect data on our websites. A cookie is a small file downloaded onto your device when you access our website, containing letters and numbers. Our website collects information such as the date and time of your visit, your service address, domain name and the pages you access. We utilise Google Analytics for this purpose, which does not identify individuals.

Can:Do Group won't share any information collected from clients, staff, or others with third parties unless we have written consent from the individual or their responsible person (as specified on the Consent to Obtain and Release Form), except:

- As described in this Privacy and Dignity Statement;
- Non-identifying data needed by funding bodies and Government departments for planning;
- It is necessary to prevent serious harm to the client or someone else's life or health, following the guidelines for safety and well-being issued by Ombudsman SA;

- When required to disclose certain personal information by law, such as to enforcement agencies;
- When Can:Do Group engages the services of an external mail house, consultant and/or data cleansing agency.

You can request access to the personal information we hold about you by contacting us using the details below. We will ask you to confirm your identity and let you know within 10 business days. If your details change or are incorrect, please let us know. We will update them as soon as we can, usually within 10 business days.

In some cases, we may not be able to provide the requested information. This could be if it's against the law, ordered by a court, or could harm law enforcement activities.

We will take reasonable steps to protect all personal information from misuse or unauthorised access. When we no longer need it, we will either delete it or remove identifying details.

However, we may need to keep client records for up to 7 years after a file is closed or until the child reaches 25 years old, as required by law or applicable contracts. If you believe we have mishandled your personal information, email us at feedback@candogroup.com.au with the details. Our Scheduling and Compliance Manager will investigate and respond within 14 days. We may ask you to confirm your identity before addressing your complaint.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner at GPO Box 5218, Sydney NSW 2001, or visit the OAIC website for more information.

Contact us

Email: feedback@candogroup.com.au
Phone: 08 8100 8200 and ask for Compliance and Scheduling Manager
Address: 193-195 Port Road Hindmarsh SA 5007

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