



## Privacy & Dignity

*This document outlines the Privacy and Dignity Policy and references the Information Management Policy of the Can:Do Group.*

The Can:Do Group's Privacy and Dignity Policy 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, 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.

### Collection of Personal Information

The Can:Do Group collects personal information from clients, parents, carers, guardians, donors and stakeholders as necessary for service provision. We'll 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, 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. If information is collected from someone else, we'll make reasonable efforts to obtain your consent beforehand. We'll 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'll seek consent from the individual's legal guardian

### Impact of Incorrect Information

When lawful and practical, you can choose to use a pseudonym or not identify yourself when dealing with the Can:Do Group. However, for 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 services. Each case will be assessed individually.

### Use and Disclosure of Personal Information

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

- As a necessary part of providing our services to you
- To arrange for other services for you, including health and education
- 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 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 regarding us, and our clients; and
- Other purposes related to any of the above.



# Privacy & Dignity

## 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 our 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 info collected from clients, staff, or others with third parties unless we have written consent from the individual or their responsible person, except:

- 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 legally obligated to ensure the organization's business operations are maintained
- When Can:Do Group engages the services of an external mail house, consultant and/or data cleansing agency

We may use it for marketing our additional services to you, but this can be opted out of.

You can request your personal information by writing to our Compliance & Scheduling Manager. We'll aim to give you a summary of what we have and how we use it within 21 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'll protect all personal info from misuse or unauthorized access. When we no longer need it, we'll 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 contracts.

If you think we've broken the rules, let us know. You can complain by writing, calling, visiting, or using our website. If you want us to respond, leave your contact details.

Our Compliance & Scheduling Manager will investigate and reply within 14 days. If you're still not happy, you can go to the Australian Information Commissioner.

## Contact us

Phone: 08 8100 8200 and ask for Compliance & 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>.