

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You have the right to access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please make out your request to us in writing.

I60 will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing such information.

Maintaining the Quality of your Personal Information

It is an important part of providing our services to you that your Personal Information is up to date. We take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date.

It is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

Complaints

You can lodge a complaint with us about any breach of our Privacy Policy and our privacy obligations to you by contacting us.

PO BOX 2116, CLARKSON WA 6030
089562 3002
reception@i60communityservices.org.au



I60
COMMUNITY
SERVICES

Privacy Brochure for Clients

I60 Community Services

Is Committed to Client Services.

This brochure outlines how we manage your Personal Information, and Sensitive Information, some of which will also be confidential information.

We have adopted the 10 National Privacy Principles (NPPs) contained in the [Privacy Act 1988 \(Cth\)](#). A copy of the National Privacy Principles may be obtained from the website of the Office of the Australian Information Commissioner at www.privacy.gov.au. We are also required to protect your confidential information from unlawful disclosure.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual.

Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers. This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website

www.i60communityservices.org.au and from third parties.

We collect your Personal Information for the primary purpose of providing our services to you and developing our capacity to serve others. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will where possible explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive Information includes information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

We collect other forms of Sensitive Information to ensure that the service we provide is of high quality and responsive to the needs of our clients. We also collect your Sensitive Information in order to better monitor and evaluate the capacity of our service

to respond to different groups of people in the community and to ensure that no one is excluded from our service because of race, religion, sex, political opinion, sexual preference, age or other reason. We are also required under some contracts with the government to provide them with statistical information on the people we serve from socially disadvantaged groups.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose;
- with your consent; or
- where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take all reasonable steps to ensure that you are made aware of the information provided to us by such third party.

