

Policy Statement

CatholicCare Social Services respects the privacy of all, including staff members, volunteers, our clients, donors, business partners and online users, and is committed to safeguarding the personal information that is provided to us.

Scope of Application (Responsibilities)

The following people have a responsibility in relation to this policy:

Line Managers are responsible for implementation and for ensuring that staff are aware of this policy and related procedures.

All staff, Board Members and Volunteers are responsible for compliance with this policy and related procedures.

Details

The purpose of this Privacy policy is to:

- clearly communicate the personal information handling practices of CatholicCare;
- enhance the transparency of CatholicCare operations;
- and give individuals a better and more complete understanding of the sort of personal information that CatholicCare holds, and the way we handle that information.

‘Personal Information Handling Practices’ explains our general information handling practices across CatholicCare including information about how we collect, use, disclose and store your personal information.

Definitions

Personal information - as defined by the Privacy Act 1988 (as amended) is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.

Sensitive information - as defined by the Privacy Act 1988 (as amended) is information or opinion (that is also personal information) about an individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record or health, genetic, biometric information or biometric templates, that is also personal information.

Online users - refers to anyone that accesses the CatholicCare website

The website means the CatholicCare website www.CatholicCare.services

NBD - A Notifiable Data Breach occurs when Personal Information of an individual held by CatholicCare is accessed by, or is disclosed to, an unauthorised person, or is lost

Other Documentation:

- Disability Act 2006
- Privacy Act 1988 (Commonwealth)
- Privacy Amendment Bill 2012
- Australian Privacy Principles
- QLD Information Privacy Act 2009
- Privacy Statement

Policies:

- Complaints Policy

Procedures:

- Client Information Procedure
- Release of Client Information Procedure

Consequences:

- Failure to comply with this policy and associated procedures shall result in disciplinary action which may include termination of employment.

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Privacy Officer - The privacy officer is given clear authority to:

- undertake a privacy review of existing systems to ascertain the way in which the organisation uses personal information
- direct and implement a privacy strategy
- establish systems to ensure compliance with the new legislation
- maintain the privacy compliance system.

(CPA Australia)

Overview of CatholicCare Programs and Services

The mission of CatholicCare is to empower individuals, families and communities to meet the challenges of life and relationships. CatholicCare employs staff in the areas of case coordination, community development, counselling, family dispute resolution, reconciliation, relationship education and refugee and migrant settlement.

CatholicCare is a not-for-profit organisation and relies on the financial support of the community to continue its valuable work for those who most need it. In carrying out this mission, CatholicCare engages volunteers and staff members, and receives funding and support from members of the community, corporations, groups and governments.

In addition to the services that we provide CatholicCare also holds contracts to deliver State and Commonwealth government programs. In providing such services, we comply with the relevant state or national privacy principles and any additional obligations under the contract.

Personal Information Handling Practices

Our obligations under the Privacy Act

This privacy policy sets out how we comply with our obligations under the *Privacy Act 1988* (Privacy Act). We are bound by the *Australian Privacy Principles (APPs)* in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.

Collection of Personal and Sensitive Information

- If you would like to access any CatholicCare Services on an anonymous basis or using a pseudonym, please tell us. If this is possible and lawful, we will take all reasonable steps to comply with your request. However, we may not be able to provide the services in question if we are not provided with the personal information requested.
- The nature and extent of personal and sensitive information collected by CatholicCare varies depending on your particular interaction with CatholicCare/
- CatholicCare collects personal and sensitive information from clients, donors, business partners, CatholicCare people and online users. Further information about the kind of information collected from each of these groups and the usage of such information is detailed below.

CatholicCare Clients

Kind of information collected:

- contact details (name, address, email etc.)
- personal details including: date of birth, gender, income
- information on personal issues and experiences, relationships,

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- family background, supports clients may have in the community and health information and/or medical history

How the information is collected:

- at intake when you first visit one of our practitioners
- online
- telephone

Purpose for which CatholicCare uses the information:

- to provide a CatholicCare service
- to provide clients with the most appropriate services for their needs
- to meet any requirements of government funding for programs
- to monitor and evaluate existing services and plan for future services
- to comply with legal obligations

CatholicCare Donors

Kind of information collected:

- contact details (name, address, telephone numbers, email etc.)
- donation history
- credit card numbers or bank account details of all our donors expiration date of credit card

How the information is collected:

- communications, email, flyers
- online registration
- telephone – call centre

Purpose for which CatholicCare uses the information:

- to provide CatholicCare services
- to process donations and provide accurate receipts
- to facilitate on-going fundraising and marketing activities
- to comply with legal obligations
- to provide transparency relating to donated funds, particularly for Appeals for public donations

CatholicCare Business Partners

Type of information collected:

- contact person's name, the name of the organisation which employs the person, telephone numbers, fax number, street and postal address, email address and position title and the Australian Business Number (ABN)
- bank details (if CatholicCare is to receive payment or make payment for services received)

How the information is collected:

- communications, email, flyers
- online
- telephone

Purpose for which CatholicCare uses the information:

- to provide CatholicCare services
- to process donations and provide accurate receipts
- to pay for services
- to establish and manage partnerships
- to receive services from you or the organisation which employs you
- to manage CatholicCare's relationship with the business partner
- to provide information about CatholicCare's services
- to update the company on CatholicCare appeals for public donations, programs and services

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CatholicCare People (volunteers, staff members, delegates) and candidates for volunteer work and prospective staff members

Type of information collected:

- contact details (name, address, telephone numbers, email etc.) and personal details including personal details of emergency contact person(s)
- date of birth, country of birth, citizenship, residency and/or visa details
- details of current/previous employment or volunteer involvement, skills and experience, languages spoken and written
- qualifications, drivers licence details
- information and opinions from referees for prospective staff members and candidates for volunteer work

Online Users

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms and conditions of use for the CatholicCare website.

Type of information collected:

- contact details (name, address, telephone numbers, email etc.)
- non-personal information eg. visitor navigation and statistics and personal information
- server address, browser type, date and time of visit

Purpose for which CatholicCare uses the information:

- to analyse website usage and make improvements to the website
- CatholicCare does not match the personal information collected with the non-personal information

Additional Information

The website may from time to time contain links to other websites. CatholicCare stresses that when an online user accesses a website that is not the CatholicCare website, it may have a different privacy policy. To verify how that website collects and uses information, the user should check that particular website's policy.

How We Collect Information

1. Where possible, we collect your personal and sensitive information directly from you with your consent. We collect information through various means, including telephone and in-person interviews, appointments, forms and questionnaires. If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us.
2. In some situations, we may also obtain personal information about you from a third party source. If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purposes for which we are collecting your personal information and the organisations to which we may disclose your information, subject to any exceptions under the Act. For example, we may collect information about you from a health care professional, such as your doctor.

Use and disclosure of Personal Information

We only use personal information for the purposes for which it was given to us, or for purposes which are related to one of our functions or activities.

For the purposes referred to in this Privacy Policy (discussed above under 'Collection of Personal and Sensitive Information'), we may also disclose your personal information to other external organisations including:

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- Government departments/agencies who provide funding for CatholicCare services
- Contractors who manage some of the services we offer to you, such as distribution centres who may send information to you on behalf of CatholicCare. Steps are taken to ensure they comply with the APPs when they handle personal information and are authorised only to use personal information in order to provide the services or to perform the functions required by CatholicCare;
- Doctors and health care professionals, who assist us to deliver our services;
- Other regulatory bodies, such as WorkSafe;
- Referees and former employers of CatholicCare staff members and volunteers, and candidates for CatholicCare employee and volunteer positions; and
- Our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, CatholicCare will not disclose an individual's personal information to a third party unless one of the following applies:

- the individual has consented
- the individual would reasonably expect us to use or give that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected)
- it is otherwise required or authorised by law
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- it is reasonably necessary to assist in locating a missing person
- it is reasonably necessary to establish, exercise or defend a claim at law
- it is reasonably necessary for a confidential dispute resolution process
- it is necessary to provide a health service
- it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety
- it is necessary for research or the compilation or analysis of statistics relevant to public health or public safety
- it is reasonably necessary for the enforcement of a law conducted by an enforcement body.

We do not usually send personal information out of Australia. If we are otherwise required to send information overseas we will take measures to protect your personal information. We will protect your personal information either by ensuring that the country of destination has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that safeguards your privacy.

Security of Personal and Sensitive Information

1. CatholicCare takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.
2. These steps include password protection for accessing our electronic IT system, securing paper files in locked cabinets and physical access restrictions. Only authorized personnel are permitted to access these details.
3. When the personal information is no longer required, it is destroyed in a secure manner, or deleted according statutory regulations.

Access to and correction of personal information

1. If an individual requests access to the personal information we hold about them, or requests that we change that personal information, we will allow access or make the changes unless we consider

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that there is a sound reason under the Privacy Act or other relevant law to withhold the information, or not make the changes.

2. Requests for access and/or correction should be made to the Privacy Officer (details of which are set out below). For security reasons, you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined.
3. In the first instance, CatholicCare will generally provide a summary of the information held about the individual. It will be assumed (unless told otherwise) that the request relates to current records. These current records will include personal information which is included in CatholicCare databases and in paper files, and which may be used on a day to day basis.
4. We will provide access by allowing you to inspect personal information that we hold about you, including case notes and any additional information. If personal information (for example, your name and address details) is duplicated across different databases, CatholicCare will generally provide one printout of this information, rather than multiple printouts.
5. We will take all reasonable steps to provide access or the information requested within 14 days of your request. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within 30 days.
6. If an individual is able to establish that personal information CatholicCare holds about her/him is not accurate, complete or up to date, CatholicCare will take reasonable steps to correct our records.

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious threat to the life, health or safety of a person or to public health or public safety;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access would prejudice an action in relation to suspected unlawful activity, or misconduct of a serious nature relating to the functions or activities of CatholicCare
- access discloses a 'commercially sensitive' decision making process or information; or
- any other reason that is provided for in the APP's or in the Privacy Act

If we deny access to information, we will set our reasons for denying access. Where there is a dispute about your right of access to information or forms of access, this will be dealt with in accordance with the Complaints Policy and procedure.

Complaints Procedure

If you have provided us with personal and sensitive information, or we have collected and hold your personal and sensitive information, you have a right to make a complaint and have it investigated and dealt with under our *Complaints Policy*.

Changes to this Privacy Policy

CatholicCare reserves the right to review, amend and/or update this policy from time to time.

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We aim to comply with the APPs and other privacy requirements required to be observed under State or Commonwealth Government contracts. If further privacy legislation and/or self-regulatory codes are introduced or our Privacy Policy is updated, we will summarise any substantial modifications or enhancements in this section of our Privacy Policy.

How to contact us

Individuals can obtain further information in relation to this privacy policy, or provide any comments, by contacting us:

T 1300 477 433

Note: These calls can be made for a local call cost from fixed residential landlines anywhere in Australia, but calls from mobile and pay phones may incur higher charges. Check with the service provider for costings from mobile and pay phones.

Post: CatholicCare

PO Box 1733, TOOWOOMBA QLD 4350

Email: enquiries@CatholicCare.services

Notifiable Data Breaches (NDB)

What is a Notifiable Data Breach?

A Notifiable Data Breach occurs when Personal Information of an individual held by CatholicCare is accessed by, or is disclosed to, an unauthorised person, or is lost, and:

- a) a reasonable person would conclude that the unauthorised access or disclosure would likely result in serious harm to the relevant individual; or
- b) in the case of loss (i.e. having a laptop stolen), unauthorised access or disclosure of Personal Information is likely to occur, and a reasonable person would conclude that the unauthorised access or disclosure would likely result in serious harm to the relevant individual.

Assessment

If we suspect that a Notifiable Data Breach has occurred, we will conduct a reasonable and expeditious assessment to determine if there are reasonable grounds to believe that a Notifiable Data Breach has occurred.

CatholicCare will take all reasonable steps to ensure that the assessment is completed within 30 days of becoming aware of the suspected Notifiable Data Breach.

Notification

Subject to any restriction under the Act, in the event a Notifiable Data Breach occurs, we will, as soon as practicable, prepare a statement outlining details of the breach, and:

- a) notify you (the individual) of the unauthorised access, disclosure or breach; and
- b) notify the Office of the Australian Information Commissioner of the unauthorised access, disclosure or breach.

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