

PRIVACY POLICY

1. Our commitment

- 1.1 Allied Health Professionals Network is committed to safeguarding the personal information of persons we deal with, and complying with the Victorian and Australian privacy legislation and principles.

2. The kinds of information we collect

- 2.2 We collect and hold personal information from various sources such as our clients and their families, donors, job applicants and other persons who come into contact with Allied Health Professionals Network.
- 2.2 We only collect information that is necessary for us to carry out our functions and activities or where required by law.
- 2.3 The kind of information we collect depends on the relationship between the person and Allied Health Professionals Network. For example, in the case of clients this usually means that we will collect the client's name and contact details, date of birth, relevant health information and support requirements. In the case of donors this usually means that we collect name and contact details, date of birth, and when required their credit card or bank account information.
- 2.5 Allied Health Professionals Network will not collect sensitive information (which includes racial or ethnic origin, political or religious beliefs, criminal record, and sexual preference) unless the person has given consent, or the information is required to carry out the activities of the organization or the collection is required by law.

3. How we collect information:

- 3.1 We collect information lawfully, fairly and discreetly and try to collect it directly from the person such as by face to face meetings, phone conversations, emails, letters or filling out forms.
- 3.2 When we collect information directly from a person we take reasonable steps to notify the person of how and why we have collected the information, who we may disclose it to and how the person can access it.
- 3.3 Sometimes we collect personal information from a third party, such as a medical practitioner, or a publicly available source, such as a telephone directory, but only if it is necessary for a specific purpose and if the person has consented or would expect us to collect their personal information in this way. When we collect information from a third party in this way we will notify the person of this as soon as practicable.
- 3.4 Sometimes we receive information that we have not asked for. This is called 'unsolicited information'. We check to see if the information is necessary for our functions or activities.

If it is, we will handle it as if we had received it from the person concerned and if it is not, we will either destroy it or de-identify it.

4. Purposes of collection of information

- 4.1 We only collect personal information that we need and that is directly related to our functions or activities as a disability service provider and public benevolent institution. These purposes include providing disability supports, managing the organisation, responding to enquiries, marketing our services, fundraising and day to day communications.

Allied Health Professionals Network may carry out direct marketing activities for marketing, education and public awareness, or for fundraising.

Persons receiving direct marketing material from Allied Health Professionals Network can change the type and method of communications they receive or opt out by contacting us.

For contact details:

Telephone	(03) 9271 8222
Post	Allied Health Professionals Network Level One, Suite 20, 296 Bay Rd Cheltenham 3192
Email	admin@ahpnetwork.com.au

6. Use and disclosure:

- 6.1 We only use personal information for the purpose for which it was given to us (the primary purpose), or for purposes that are directly related to one of our functions or activities (a secondary purpose) and the person would reasonably expect us to use it that way or has consented.
- 6.2 We only not disclose personal information outside Allied Health Professionals Network in accordance with the privacy laws.

7. Data quality:

- 7.1 We try to ensure that the personal information we collect is accurate, up to date and complete by maintaining and updating personal information when we are advised by persons that their personal information has changed, and at other times as necessary.

8. Data security:

- 8.1 We store information physically and electronically at our own facilities. We protect the personal information we hold against loss, unauthorized access, use, modification,

interference or disclosure and against other misuse by having password protection for electronic files, securing paper files in locked cabinets and physical access restrictions. We also store information with third party data storage providers with whom we have contractual arrangements to ensure that they take appropriate measures to protect the information

- 8.2 When information is no longer required for the purposes of its collection or required by laws such as the Limitations of Actions Act or the Corporations Act, we will destroy it in a secure manner or de-identify it.

9. Access and correction:

- 9.1 We will give a person access to their personal information if they request access to it unless there are legal reasons why we cannot.
- 9.2 If we do not agree to provide access to personal information the person requesting it may seek an internal review of the decision.
- 9.3 A person who believes that the information we hold is wrong can ask us to correct it. If we agree that the information is wrong we will correct it. If we do not agree that it is wrong we will attach a statement to the record setting out the person's objections.
- 9.4 Persons can obtain further information about how to request access or changes to the information we hold about them by using any of the contact points set out in paragraph 11 below.

10. Complaints

- 10.1 Persons can complain to Allied Health Professionals Network if they are dissatisfied with the way we have dealt with their personal information, our refusal to allow access to their personal information or to correct their personal information. They can communicate their complaint by contacting us using any the contact points set out in paragraph 8 below.
- 10.2 We will treat all complaints seriously, promptly and a confidentially. Within three working days we will provide written acknowledgement of the complaint and try to investigate and resolve it within 21 days. There are internal appeal processes available if a person is not satisfied with the outcome of their complaint or the way in which it was handled.
- 10.3 A person can complain to the Office of the Information Commissioner in regard to Australian privacy matters or the Victorian Privacy Commissioner in regard to Victorian privacy matters if not satisfied with the outcome of their complaint or the way in which it was handled.

11. How to contact us:

- 11.1 To obtain further information in relation to this privacy policy, make a complaint about the handling of personal information or to give feedback please choose one of the contact methods below:

Telephone	(03) 9271 8222
Post	Allied Health Professionals Network Level One, Suite 20 296 Bay Rd Cheltenham 3192
Facsimile	(03) 8610 1090
Email	admin@ahpnetwork.com.au
On line	www.ahpnetwork.com.au

12. Anonymity or pseudonymity

- 12.1 Sometimes a person may deal with Allied Health Professionals Network anonymously or by using a pseudonym, such as when making a general enquiry. However in most circumstances Allied Health Professionals Network will not be able to deal with a person in this way for practical or regulatory reasons.