

PRIVACY POLICY

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SCOPE

This Policy relates to all full-time, part-time and casual employees of Montrose, as well as contractors, temporary staff and subcontractors working for or on behalf of either a company or any associated companies in the Montrose workplace.

The Policy applies to all customers who currently receive services and supports from Montrose Therapy and Respite Services, and previous customers who have left Montrose but whose records are stored in accordance with our records management guidelines ie within the minimum stated 7 year period.

RESPONSIBILITY

The Montrose Executive Management Team (EMT), Managers and Coordinators are responsible for ensuring this policy is implemented and complied with.

RELATED DOCUMENTS

- Records Management Guidelines ID 6214

REFERENCE

- NDIS Practice Standard Core Module – Division One: Rights and Responsibilities
 - NDIS Practice Standard: Privacy and Dignity
 - Outcome: Each participant accesses supports that respect and protect their dignity and right to privacy

MONTROSE OBLIGATIONS

Montrose Therapy and Respite Services is committed to providing quality services and this policy outlines our ongoing obligations in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

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 Hellosign, via our website www.montrose.org.au, and from third parties.

Montrose collects your Personal Information for the primary purpose of providing services to you, providing information to customers and marketing. 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. You may unsubscribe from our mailing/marketing lists at any time by contacting us.

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

SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as 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.

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, Montrose 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 reasonable steps to ensure that you are made aware of the information provided to us by the third party.

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 customer files which will be kept by Montrose for a minimum of 7 years.

ACCESS TO PERSONAL INFORMATION

You may 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 contact us in writing (hello@montrose.org.au)

Montrose 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 the requested information.

MAINTAINING QUALITY OF YOUR PERSONAL INFORMATION

It is an important to us that your Personal Information is up to date. Montrose will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records to ensure we can continue to provide a quality service.

PRIVACY POLICY UPDATES AND ENQUIRIES

This Policy may change from time to time and is available on our website. If you have any queries about our Privacy Policy please contact us at:

- Montrose Therapy and Respite Services hello@montrose.org.au
- Tel: 1800 193 362