
Privacy Policy

Our policy is to respect and protect the privacy of all people connected with Alive4Life, including clients, vendors, employees, contractors and community partners. This Privacy Policy tells you the kinds of personal information we, and others for us, collect and hold, how and why we collect and hold that information and how we use it. It also tells you how you can access and amend your personal information and how you may make a complaint if you think that we have breached our privacy obligations.

Personal information is information or an opinion about an individual whose identity is reasonably identifiable. Examples of personal information include a person's name, address, date of birth and details about their health or disabilities.

Privacy laws do not apply to the information of corporate entities, such as providers or community partners. However, the personal information of individuals connected with those entities (such as employees) will be protected by privacy laws.

In dealing with personal information, we abide by the *Privacy Act 1988* (Cth) (**Privacy Act**).

The Privacy Act authorises our collection of personal information where this is required to perform our functions.

We are also bound by confidentiality and secrecy provisions in the *National Disability Insurance Scheme Act 2013* (Cth) (**NDIS Act**). These provisions limit how we collect and use personal information and when and to whom information can be disclosed.

Our personal information handling practices

What kinds of personal information does Alive4Life collect and hold?

The kinds of information we collect and hold includes (but is not limited to) personal information about clients and other users of our services, and about our employees, contractors and providers.

Examples of personal information that we may collect includes:

- name, contact details date of birth and age
- gender, details about participants' physical or mental health, including disabilities
- information about participants' support requirements
- details of guardians and nominees, including names, addresses and contact details
- Centrelink Customer Reference Number (CRN)
- details of feedback or complaints about services provided by us
- bank account details
- employee records.

How will Alive4Life collect and hold personal information?

We often collect personal information from people directly or from people who are authorised to represent them. While you do not have to provide us with all information requested, not providing this information to us may mean that:

- we may not be able to decide whether you can become a client
- decisions may be delayed while we seek further information

We sometimes collect personal information from a third party if you have consented, been told of this practice, or would reasonably expect us to collect the information in this way. An example of this is collecting information from a healthcare service, such as a residential care facility, which is managing a participant's care.

We, or third parties acting on our behalf, may also collect personal information from third party disability support providers, state and territory governments and other Commonwealth government entities (for example, the Department of Human Services) where this collection is authorised under law.

Third parties that may collect personal information on our behalf include:

- our community partners; and
- other parties contracted to collect information, including the Department of Human Services.

We, or third parties acting on our behalf, may contact you by phone. In the event we do contact you, we will ask for certain personal information over the phone, but will only request this information once explaining the purpose for asking for this information and seeking your consent to proceed.

If you are ever unsure about whether a person calling you is from Alive4Life, before you give them any information, you should ask the person to verify their identity. Alternatively, you should take their name and number and contact Alive4Life. If you think you may have been contacted by someone wrongly claiming to be from Alive4Life, please contact us immediately by emailing admin@alive4life.com.au or calling 1800 254 834.

We collect personal information about employees and prospective employees in order to conduct employment and employment-related activities such as payroll services, recruitment and selection, performance management, reporting and work health and safety. Our collection, use and disclosure of personal information about employees and prospective employees is in accordance with the *Privacy Act and relevant state awards*.

How do we use and disclose personal information?

We collect, hold, use and disclose personal information for the purpose of providing services, including implementing our plans, conducting our operations, communicating with clients and

health service providers, conducting research and evaluation on our and other services, and complying with our legal obligations.

We may use your information to seek feedback from you regarding your level of satisfaction with our services.

If we need to disclose personal information outside Alive4Life, we will de-identify the information prior to disclosure, wherever it is practicable to do so. We will not normally disclose a person's personal information to anyone outside alive4life except where the disclosure is authorised or required under law.

Users of Alive4Life's computer system may at times be able to see a person's name (if the person is a participant, provider of supports, nominee or other person known to Alive4Life) when performing duties either as an Alive4Life employee or on behalf of Alive4Life but are only permitted to record, use or disclose that information if it is directly related to performing those duties.

We will not sell or rent your information to anyone and will not transfer your information overseas unless you agree to this.

When we use third parties, such as community partners and other contractors, to perform certain functions, the third parties are contractually required to work in accordance with the Privacy Act and the NDIS Act. The contractor is also required to treat personal information they may see or handle with care and confidentiality.

In the case of child participants, or participants who do not have the capacity to make decisions for themselves, we liaise with the people (such as a parent, guardian or nominee) who are responsible for their welfare, rather than them directly.

We may also request personal information of clients, providers and community partners to ensure the integrity of plans, which includes identifying and responding to any fraudulent activities or misuse of NDIS funds.

How does Alive4Life protect personal information?

We take steps to ensure that no-one outside Alive4Life can access information we hold about someone without that person's consent, unless that access is authorised or required under law.

We have systems and procedures in place to protect personal information from misuse and loss, as well as from unauthorised access, modification or disclosure. These steps include:

- paper records are held securely
- access to personal information is on a need-to-know basis, by authorised personnel only;
- our premises have secure access; and
- storage and data systems and protections are regularly updated and reviewed.

When no longer required, personal information is destroyed in a secure manner, or archived as applicable.

Our website

This part of our Privacy Policy explains the kinds of information that we collect in managing and operating our website, how such information is used and under what circumstances and to whom it may be disclosed.

What are Alive4Life's web-based services?

Our web-based services are included on our website. We provide secure web-based services. However, users are advised that there are inherent risks in transmitting information across the internet, including the risk that information sent to or from a website may be intercepted, corrupted or modified by third parties. You can communicate with us, or provide documents to us, by a range of means, including in person or by post, as well as electronically.

What personal information does Alive4Life collect and hold from website users?

We do not collect personal information from browsers of our website.

We collect personal information supplied in the process of submitting queries, feedback or complaints through our website or where a person registers for our email newsletter or notification services.

Anyone can unsubscribe from our services at any time. Links to unsubscribe to our services are found on the bottom of our emails, or people can unsubscribe by contacting us at any time.

How do we use and disclose information collected from our website?

We will only use personal information submitted through our website for the purposes for which the information was provided. Email addresses provided through website queries will only be used for the purpose of responding to those queries and will not be added to any mailing lists (unless that person has elected to subscribe to our mailing list). We will not use or disclose an email address for any other purpose without the relevant person's consent, unless it is otherwise in accordance with the Privacy Act.

External links to third party websites

Our website contains external links and widgets operated by certain third parties, such as Facebook, YouTube, Instagram, Twitter, LinkedIn and Google. These external third parties may not be subject to the Privacy Act. We are not responsible for the privacy practices of these third

parties, or the accuracy, content or security of their websites. You should examine each website's privacy policies and use your own discretion regarding use of their site.

How can a person access or update the information Alive4Life holds about them?

We aim to ensure that the information we hold about a person is accurate, up to date, complete and relevant before acting on it. If a person learns that personal information we hold about them is inaccurate, outdated, incomplete, irrelevant or misleading, that person should contact us so that their information can be updated.

Where a person requests us to correct personal information we hold about them, we will action this request promptly. A person can also request that we notify that change to any other agencies or organisations that we have previously disclosed the personal information to. If we do not agree to correct our records as requested, we will give written notice of the decision, setting out our reasons for refusing the request and how that person can lodge a complaint about our decision.

If a client or registered provider would like to see what information we hold about them, we recommend putting the request in writing to our postal address or via email. Sometimes it may not be possible to give the person a copy of all information we hold about them, especially if it contains details about other people, or if providing the information may lead to harm being done to another person. Where a person's own information can be provided to them, we will provide this information as soon as possible (and by no later than 30 days of the request).

If we do not agree to a request for access to personal information, we will take reasonable steps to give the person access to the information in an alternative form. We will also provide the person with a written notice setting out the reasons for refusal, and how they can lodge a complaint about the decision.

How can you contact us regarding privacy matters?

You can contact us by visiting our website, send an email to admin@alive4life.com.au or call us on 1800 254 834