

## ACCESS TO INFORMATION REQUEST FORM

Name \_\_\_\_\_

I seek to access my personal information held by OARS Community Transitions.

I seek this information because

\_\_\_\_\_ I wish to access what is recorded

\_\_\_\_\_ I believe there is an error and I wish to correct the information

\_\_\_\_\_ I wish to amend the information

Signature \_\_\_\_\_

Date \_\_\_\_\_

I have reviewed the personal information held by OARS Community Transitions and I am satisfied that it is appropriate to disclose as per request.

Signature \_\_\_\_\_

Date \_\_\_\_\_

SPONSORING MANAGER  
Leigh Garrett  
APPROVED

Signature \_\_\_\_\_

Date:

REVIEW DATE  
February 2017

### Relevant Legislation:

- The Privacy Act 1988
- Privacy Amendment Act 2012
- Freedom of Information Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- State Records Act 1997
- SA Workers Rehabilitation and Compensation Act 1987
- SA Information Sharing Guidelines January 2011

### COMPLAINTS

If you wish to make a complaint about a possible breach of privacy, where access to your information has been denied, or you believe your information has not been amended as you have requested, contact:

The Privacy Officer on:  
8249 0701 (during business hours);  
Or address your complaint to:

PRIVATE AND CONFIDENTIAL  
The Privacy Officer  
320 Port Road,  
Hindmarsh SA 5007

It is anticipated that issues in regards to Confidentiality and privacy will be dealt with within OARS Community Transitions in the first instance. However, if more information about the legislation or assistance is required, please contact:

Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001  
Privacy Hotline: 1300363992  
Website <http://www.oaic.gov.au>



## PRIVACY POLICY

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## PERSONAL INFORMATION BROCHURE

### Rules for the handling of personal data



\February 2017

OARS Community Transitions recognises the importance of safeguarding the privacy of its staff, volunteers, clients, residents, donors and members and is committed to complying with the Privacy Principles which set the standard for how personal information should be dealt with. Those principles arise from the Privacy Act 1988 as amended in 2012 in which OARS Community Transitions is required by law to comply with 13 Privacy Principles as follows:

#### **Open and transparent management of person information**

OARS CT has practices, procedures and systems that ensure that OARS CT functions and activities comply with the Australian Privacy Principles. On request OARS CT will take such steps as are reasonable to make the OARS CT Privacy Policy available free of charge and in such form as is appropriate.

#### **Anonymity and pseudonymity**

Wherever it is lawful and practicable, individuals must have the option of not identifying themselves when entering transaction with the organisation, unless OARS CT is required or authorized by or under an Australian Law, or a Court/Tribunal order or it is impossible for OARS CT to deal with Individuals that have not identified themselves.

#### **Collection of solicited personal information**

Information will only be collected to the extent that such information is lawful, fair and necessary to assist you and OARS CT working together. At all times individuals have the right to know what will be done with personal information and who will have access to that information.

If a person chooses not to give certain information then that person will be advised the possible consequences of withholding that information, which could include that person not being able to receive the information or service requested.

Information collected would include: name, date of birth, phone number, address, gender, ethnicity and could include legal, medical, financial and other personal information according to the nature of the service provided.

#### **Dealing with unsolicited personal information**

If OARS CT determines that we could not have collected the personal information and the information is not contained in a Commonwealth record, OARS CT will as soon as practicable and only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

#### **Notification of the collection of person information**

At or before the time or, if that is not practicable, as soon as practicable after OARS CT collects personal information about an individual we will take such steps as are reasonable in the circumstances to notify you of such collection.

#### **Use or disclosure of person information**

Information will only be used or disclosed for the purpose of which it was collected. The individual's consent will be needed before OARS SA releases personal information internally or externally. This provision is subject to SA Government Information Sharing Guidelines affective as of January 2011.

#### **Direct Marketing**

OARS CT may use personal information (other than sensitive information) about an individual for the purpose of direct marketing only after receiving consent from the individual and if the individual would reasonably expect OARS CT to use or disclose the information for that purpose OARS CT provides a simple means by which the individual may easily request not to receive direct marketing communications from the organisation.

#### **Cross Border Disclosure of Personal Information**

An individual's privacy is protected Australia wide by privacy laws. OARS CT undertakes not to pass personal information to parties overseas.

#### **Adoption, use or disclosure of government related identifiers**

Any data collected for reporting purposes will not contain information that would identify an individual.

#### **Quality of Personal Information**

OARS CT aims to ensure that the personal information it collects uses or discloses is accurate and complete.

#### **Security of Personal Information**

All OARS CT data and personal information is secured — physically in locked cabinets / premises and electronically via passwords. No personal information is assessable via the internet. All persons accessing information are bound by confidentiality obligations. OARS CT's client data base has a sophisticated internal security access capability.

#### **Access to Personal Information**

OARS CT will respond to the request for access to personal information within a reasonable period after the request is made and give access to the information in the manner requested by the individual, if it is reasonable and practicable to do so.

#### **Correction of Personal Information**

The individual concerned will, (on completing the **Form attached to the Privacy & Personal Information Brochure** have access to the personal information held by OARS CT unless OARS CT is legally unable to do so. When unable to provide access OARS CT will advise the reason to the person concerned in writing within 30 days of the request.

Individuals have the right to ask for information to be corrected or amended if the information is not accurate, complete or up to date. The organisation must take reasonable steps to do so.

Complaints about a possible breach of privacy, where access to information has been denied, or if information has not been amended as requested, are to be directed to the OARS CT Privacy Officer. It is anticipated that issues in regards to confidentiality and privacy will be dealt with within OARS CT in the first instance. However, if more information about the legislation or assistance is required, please contact:

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

Privacy Hotline: 1300363992

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**OARS Community Transitions is committed to continuous quality improvement and capacity building to ensure that we provide exemplary services for people at risk of offending due to complex needs and co morbidity.**