

<b>S3-SURR-P</b>	<b>PRIVACY POLICY</b>
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Authorised by: Board of Directors	Version: 1.7
Date of Issue: 26/11/2015	Date approved: 20/03/2024
	Next review date: 20/03/2025
	Date published on website: 23/04/2024

<b>Policy context:</b>	
Relevant Standards or other external requirements:	<p>Aged Care Quality Standards:</p> <ul style="list-style-type: none"> <li>Standard 1 – Consumer Dignity and Choice</li> </ul> <p>NDIS Practice Standards:</p> <ul style="list-style-type: none"> <li>Standard 1 – Rights and Responsibilities</li> <li>Standard 2 – Provider Governance and Operational Management</li> </ul>
Relevant legislation or other requirements:	<ul style="list-style-type: none"> <li><i>Home and Community Care Act 1985 (Cth)</i></li> <li><i>Aged Care Act 1997 (Cth)</i></li> <li><i>National Disability Insurance Scheme Act 2013 (Cth)</i></li> <li><i>Privacy Act 1988 (Cth)</i></li> <li><i>Privacy and Personal Information Protection Act 1998 (NSW)</i></li> <li><i>Health Records and Information Privacy Act 2002 (NSW)</i></li> <li><i>Carers (Recognition) Act 2010 (NSW)</i></li> </ul>
Relevant contractual obligations	<ul style="list-style-type: none"> <li>Agreement between the Organisation and the Australian Government Department of Health</li> <li>Agreement between the Organisation and the National Disability Insurance Agency</li> </ul>

<b>Other documents related to this Policy</b>	
Related Organisation policies:	<ul style="list-style-type: none"> <li>Confidentiality Policy</li> <li>Code of Ethics &amp; Conduct</li> <li>Conflict of Interest Policy</li> <li>Data Breach Response Policy</li> <li>Cyber Security Policy</li> </ul>
Related Organisation forms, procedures or other documents:	<ul style="list-style-type: none"> <li>Data Breach Incident Reporting Form</li> <li>Code of Ethics and Conduct Agreement</li> <li>Confidentiality Agreement</li> </ul>

## 1. Policy Statement

One Direct Connect Limited ABN 18 162 620 242 (trading as Meals on Wheels Central Coast) (**Organisation**) provides meal delivery and other social support services to members of the Central Coast community.

The Organisation aims to be transparent regarding how it collects, uses and stores Personal Information and to comply with all of its legal requirements under the *Privacy Act 1988* (Cth) (**Privacy Act**).

## **2. Scope**

This Policy applies to the Organisation and its employees, volunteers, contractors, directors, officers, clients and all other persons in respect of whom the Organisation collects, uses, or stores Personal Information.

## **3. What is 'Personal Information' and 'Sensitive Information'?**

Broadly, 'personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether it is recorded in a material form or not.

Broadly, 'sensitive information' is a subset of personal information which is generally afforded a higher level of protection. It includes information or an opinion 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 orientation or practices, or criminal record. It also includes health information about an individual, genetic information about an individual that is not otherwise health information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification, and biometric templates.

For the purposes of this Policy, references to '**personal information**' means 'personal information' (as defined in the Privacy Act) and includes 'sensitive information' (as defined in the Privacy Act).

## **4. How Personal Information is collected?**

The Organisation may receive personal information:

- from other organisations (via its referral pathways) and government agencies
- from the carers or relatives of its clients
- directly from people with whom it interacts, including its clients, employees, directors, volunteers and employees
- from applicants who apply for employment or other positions with the Organisation
- from a person's employer or adviser
- from personal referees or references
- from other companies who provide services to the Organisation
- from visitors to the Organisation's website

## **5. Types of Personal Information collected**

The type of personal information the Organisation collects will depend on whether or not the person to whom the Personal Information relates is a client (or acting on behalf of a client), employee, volunteer, director, officer or a job applicant. The type of personal information the Organisation collects will also depend on the type of services or products used by or provided to the Organisation.

The Personal Information typically collected by the Organisation in relation to its clients includes each client's:

- name
- address
- phone number
- date of birth
- family information (such as names and contact details of relatives)
- bank account details
- other sensitive information such as health information and whether the person identifies as Aboriginal or Torres Strait Islander or other cultural information relevant to the provision of the Organisation's services

The Personal Information typically collected by the Organisation in relation to its employees, consultants, volunteers, directors and officers (including prospective employees, consultants, volunteers, directors and officers) typically includes:

- name, address, phone number, email address and other contact details
- information about next of kin
- date of birth
- employment details
- education and professional qualifications
- bank account details
- tax file number
- superannuation details
- other sensitive information such as health information and whether the person identifies as Aboriginal or Torres Strait Islander

## **6. Use, storage and access to Personal Information**

The Organisation collects and uses Personal Information primarily to:

- conduct its business, including to provide services and products to its Clients
- promote its services and products
- to build and maintain its relationship with Clients
- to purchase goods or services from third parties
- to consider the suitability of prospective employees, consultants, volunteers, directors and officers
- to process and respond to requests, inquiries or complaints
- to administer, maintain, support and provide upgrades to its services and website
- for billing and payment purposes
- for accounting and record keeping purposes
- to comply with its legal obligations, including to maintain any approvals or accreditations it holds
- to protect, exercise or defend its legal rights

The Organisation may disclose Personal Information to:

- persons employed or engaged by the Organisation to conduct its business (including directors, officers and consultants)
- the Organisation's contractors and service providers performing services including (but not limited to) marketing, market research, customer support services
- third party service providers of information technology platforms (for example, to assist in storing or accessing personal information provided to the Organisation)

Additionally, the Organisation may disclose Personal Information to any third party:

- if the person to whom that Personal Information relates authorises the Organisation to do so
- to whom the person to whom that Personal Information relates has granted authority to act on his or her behalf (for example, any powers of attorney or legal representatives)
- if the Organisation is required or authorised to do so by or under an Australian law or court/tribunal order
- if the health and safety of the person to whom that Personal Information relates, or that of others in the community, is at risk
- on a de-aggregated or de-identified basis

Some of the entities to whom the Organisation discloses personal information may be located overseas and may not be bound by the Privacy Act or other Australian law. To the extent practicable, and if the Organisation is aware that such entity is located overseas, the Organisation will obtain the prior consent of the person to whom the Personal Information relates to disclosure of his or her personal information to an entity located overseas.

The Organisation takes reasonable steps to ensure Personal Information is kept secure, and is not subject to misuse, interference and loss, unauthorised access, modification or disclosure. In particular:

- the Organisation destroys or de-identifies Personal Information it no longer needs, if practicable to do so
- any health records collected by the Organisation will be held in accordance with health records legislation in the relevant Australian State or Territory

Personal Information collected by, or provided to, the Organisation may be stored:

- on physical computer servers or storage devices within Australia
- using cloud-based storage facilities

The security of electronic methods of provision, storage (including cloud-based storage) and disclosure of Personal Information cannot be guaranteed and may be out of the Organisation's reasonable control. The Organisation is not responsible for all risks in relation to the electronic provision, use, storage (including cloud-based storage) and disclosure.

## **7. Anonymity and pseudonymity**

Individuals have the option of not identifying themselves or of using a pseudonym when requesting general service information from the Organisation. However, if the individual has a need to discuss their individual service there is a practicable need for them to identify themselves to the Organisation and provide certain Personal Information. The Organisation may not be able to provide services to, or otherwise engage with, persons who choose not to provide this Personal Information.

## **8. Gaining access to and updating Personal Information**

The Organisation will take all reasonable steps to ensure that Personal Information held by it is accurate, up to date and complete.

A person in respect of whom the Organisation holds Personal Information may request access to their Personal Information at any time. All requests will be directed to the CEO who will reply to that request within thirty (30) days.

If the CEO is satisfied that the information currently held is inaccurate, out of date, incomplete, irrelevant or misleading, the CEO will ensure the update of that Personal Information.

If the CEO determines not to update the Personal Information, the CEO will advise the individual in writing:

- of the reason/s for the refusal;
- the mechanisms available to complain about that refusal; and
- the CEO must allow a statement from the individual, which outlines that they believe their Personal Information is inaccurate, out of date, incomplete, irrelevant or misleading, to be associated with their Personal Information so that this statement is accessed by users of their Personal Information.

The Organisation will not apply any charges for a request to access or update Personal Information, however the Organisation may charge for the reasonable cost of processing any access request, including photocopying, administration and postage.

## **9. Direct marketing and opting out**

The Organisation uses and discloses personal information to communicate with its clients and potential clients (e.g. by mail, telephone, email and/or sms) about current and new services and products.

Any recipient can ask the Organisation at any time to stop sending direct marketing from any particular channel or at all.

## **10. Further information and complaints**

For further information regarding this Policy, or to make a complaint or raise any other concerns, please contact the Organisation using our contact details below.

Address: 6/10 Pioneer Ave, Tuggerah NSW 2259  
Telephone: (02) 4357 8444  
Email: [neridah@ccmow.com.au](mailto:neridah@ccmow.com.au)

The Organisation will investigate any complaints we receive and do its best to resolve them as soon as possible.

If a person is not satisfied with the result of a complaint to the Organisation, he or she can refer his or her complaint to the Office of the Australian Information Commissioner. Contact details for the OAIC are as follows:

Address: Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney  
NSW 2001  
Phone: 1300 363 992  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)

## 11. Changes to this Policy

This Policy will be reviewed from time to time, and at least annually, to take account of new laws and technology, changes to the Organisation's operations and practices and the changing business environment.

The most current version of this Policy can be obtained (without charge) by contacting the Organisation directly using the details above.

### Policy review history

Reviewing and approving this Policy		
Frequency	Review conducted by	Approval
Annually	CEO	Board of Directors

Policy review and version tracking				
Review	Date Approved	Version Approved	Approved by	Next Review Due
1	26/08/2014		Board of Directors	26/08/2015
2	26/11/2015		Board of Directors	26/11/2016
3	19/08/2018		Board of Directors	19/08/2019
4	19/10/2019		Board of Directors	19/10/2020
Reviewed by Moray and Agnew Lawyers 2021				
5	27/10/2021	1.5	Board of Directors	27/10/2022
6	22/03/2023		Board of Directors	22/03/2024
7	20/03/2024	1.7	Board of Directors	20/03/2025