



Personal Information and Privacy for Clients

April 2008

Policy

TADNSW recognizes and respects every patient's right to privacy. We will collect and use the minimum amount of personal information needed for us to ensure that you receive a quality service from us. TADNSW will always endeavour to manage your information in ways that protect your privacy.

Personal information we usually hold:

- Your name, address, telephone and other contact details
- Date of birth
- Name and contact information for family, carers or therapists involved in your service
- Details of your service request
- Information about your disability, as relevant to your service request
- Information about the environment in which you might use equipment supplied by us
- Payment arrangements

If you choose not to provide some or all of the information requested, then we may be unable to provide you with a service.

What we do with personal information:

1. We will collect it discreetly.
2. We will store it securely.
3. We will provide it to staff involved in your care. We may provide a limited amount of information to volunteers, as required for the delivery of service.
4. We may provide information to carers or referring therapists involved with the service we are providing to you.
5. After removing details that could identify you, we may use the remaining information to assist with research and service improvement projects. We are also required to provide this kind of information to government agencies.
6. We will destroy our record of your information when it has become too old to be useful or when we are no longer required by law to retain it.

Marketing and fundraising:

TADNSW is a registered charity. We seek publicity and engage in fundraising activities so that we can provide our services as cheaply as possible. We will not write to you requesting a donation, or use information about you for publicity or fundraising purposes, without your express permission.

We will not disclose your personal information to third parties for any marketing or fundraising purpose.

Circumstances in which we might make contact with you:

1. during the course of delivery of the requested service
2. for administrative purposes directly related to the delivery of the requested service, such as billing and receipting
3. requesting your response to a client survey, so that we can improve the quality of our services
4. distributing information related to disability or disability services, including promotion of TADNSW activities, that we consider may be of interest to you
5. seeking permission to write to you requesting a donation, or to use information about you for publicity or fundraising purposes

You have the right to elect not to be contacted for any purposes other than purposes directly relating to delivery of the requested service. If you do not wish to be contacted for any other purpose please let us know.

Access to Information

TADNSW takes all reasonable precautions to ensure that the personal information that we collect and use is accurate, complete and up to date. However, the accuracy of that information depends to a large extent on the information you provide. Please keep us up to date with changes in your personal information.

You have the right to access and alter the personal information concerning your self held by TADNSW. Please direct any enquiries you may have in relation to this matter to the Privacy Officer on phone 1300 663 243 or email tad@tadnsw.org.au

Third Parties

If you are giving personal information about another person you should seek their permission first and advise them why you are disclosing their information to TADNSW. Please also inform them that they can access the information you have provided to TADNSW.

Complaints

Anyone who believes that personal information has not been appropriately handled under this policy has recourse through the procedures established in the Client Complaints policy.

Related Policies:

Client Records
Client Complaints

Signed



Chief Executive Officer

Effective Date: 30 April 2008
Approved: Executive Committee 30 April 2008
Date for Review: April 2010

