



Scenic Rim Connections Pty Ltd Privacy Policy

Your Privacy - Scenic Rim Connections (SRC) Pty Ltd (ABN 62 660 374 425) is committed to providing quality services to you and this policy outlines how we collect, use, store, disclose and manage your Personal Information. We have adopted the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

Collection of your personal and health information - We only collect personal and health information that is necessary for us to provide you with the services you have requested. SRC recognises the personal information we collect is often sensitive in nature. Personal information we may collect from you includes your full name, email address, post code and sensitive and health information. We will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it. You do not have to supply SRC with your personal or health information. However, if you choose not to do so, we may be unable to provide the services required or sought.

Storage and security of your personal information - Your personal information may be stored in hard copy or electronic form in our files and/or IT systems. We cannot ensure your personal information will always be secure during transmission or protected from unauthorised access during storage. You provide your personal information to us at your own risk. Please contact us immediately if you become aware or have reason to believe there has been any unauthorised use of your personal information.

How SRC Use & Disclose Your Information - Personal information collected by SRC may be used or disclosed in a secure manner:

- for the primary purposes SRC advise you of at the time of collection of the information by us;
- as required for delivery of health and/or community and social support and advocacy services to you;
- as required to refer you to a health service provider or to advocate on your behalf with government agencies and organisations to obtain other support services and benefits for you;
- as required or authorised by law;
- where there is a serious and imminent threat to your life, health, or safety or a serious threat to public health or public safety; or
- or secondary purposes which are directly related to the primary purpose of collection of the personal information such as for quality assurance, staff training and as may be required by our insurers.

Third Parties - 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.

You can correct your personal information - It is important to us that your personal information is up to date. If you find that the information we have is not up to date or is inaccurate, please advise us and we can update our records and ensure we can continue to provide quality services to you.

Access to your personal information - You may, on request, access the personal information we hold about you, subject to certain exceptions. SRC will not charge any fee for your access request, but may charge an administrative fee for a copy of your personal information. We may require identification from you before releasing requested information.

Policy changes - This Policy may change from time to time and is available on our website or on request.

Contact us - If you have any questions about this Privacy Policy or would like further information, please contact the SRC Director on 0403507733 or at hello@scenicrimconnections.com.au

Making a complaint - If you have any concerns about how we manage your personal information and wish to lodge a complaint, please: submit your complaint in writing include your address which we can use to contact you and details about your complaint. Mark your complaint as Private and Confidential, and send it to the Director at hello@scenicrimconnections.com.au

We let you know we received your complaint and respond to the complaint within 30 days. Where a longer period may be required in order to finalise your complaint, we will arrange an extension of time. On completion, you will be advised in writing of our decision, including any remedies that are considered appropriate to resolve the complaint.

If you are not satisfied with our response, you may lodge a written complaint with the Office of the Australian Information Commissioner (OAIC) GPO Box 5218, Sydney, NSW 2001. For further information about the OAIC, please visit www.oaic.gov.au.