

PROTECTING YOUR PRIVACY

CatholicCare Sydney respects your right to privacy and is committed to ensuring the privacy of any information you give us. Information you supply to CatholicCare will only be used for its administrative and service delivery purposes. CatholicCare is bound by the Australian Privacy Principles as set out in the Commonwealth Privacy Act 1988 as amended.

ABOUT CATHOLICCARE

CatholicCare Sydney is the official welfare agency of the Catholic Church in the Archdiocese of Sydney, delivering more than 140 programs in the areas of ageing, dementia and disability care; employment, education, training and support services; and children, youth and family services.

In accordance with our vision, CatholicCare promotes the dignity, equality and participation of our service users, through the provision of more than 745,000 occasions of service each year.

The work of CatholicCare is guided by the Catholic tradition of compassion and concern for social justice. Our role is to facilitate the development of individuals, families and communities most in need, through quality services, research and advocacy.

Our services include family and relationship counselling; drug, alcohol and gambling support services; foster care and adoptions; services for children and young persons at risk of physical or emotional harm; mediation and conciliation; marriage preparation; school counselling; employment services; St Patrick's Institute of Education; training for people with a disability; supported accommodation; respite services; and support services for the aged and people with a disability.

The services provided by CatholicCare are inclusive of the whole community regardless of circumstance, ethnicity, religion, economic situation, age, gender or ability.

CONTACT US

CatholicCare Sydney

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Sydney NSW 2000
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e. info@catholiccare.org



CatholicCare Sydney Respecting Your Privacy

How we protect your personal information

PRIVACY NOTICE

Information collected

CatholicCare collects a substantial volume of personal information concerning staff and service users. This information is only collected where necessary. CatholicCare may use the information you give us for the purposes of:

- Assessing what services you require and whether we can provide those services
- Recording essential information for providing you with a service
- Evaluating ongoing services provided to you
- Assessing your application to become a volunteer or contractor or employee
- Research and analysis

Where reasonably possible, CatholicCare will only collect information from the individual to whom it relates. Frequently this will be collected from interviews with you but it may also be collected from email, letters or other forms of communication.

Use and disclosure of information collected

Your personal information is only collected where it is necessary to carry out a particular function or administrative activity. Personal information collected for a particular purpose will not be used for any other purpose, unless you would reasonably expect the organisation to use or disclose the information for that purpose. Your personal information will only be disclosed to third parties with your consent, unless otherwise prescribed by law or in the case of a permitted general or health situation under Australian Privacy Principles 3 and 6.

Access to information collected

Upon request CatholicCare will provide you with access to personal information held about you. This enables us to ensure that information is accurate, relevant, up-to-date, complete and not misleading. If CatholicCare denies a request for access, a reason will be provided.

Security of information collected

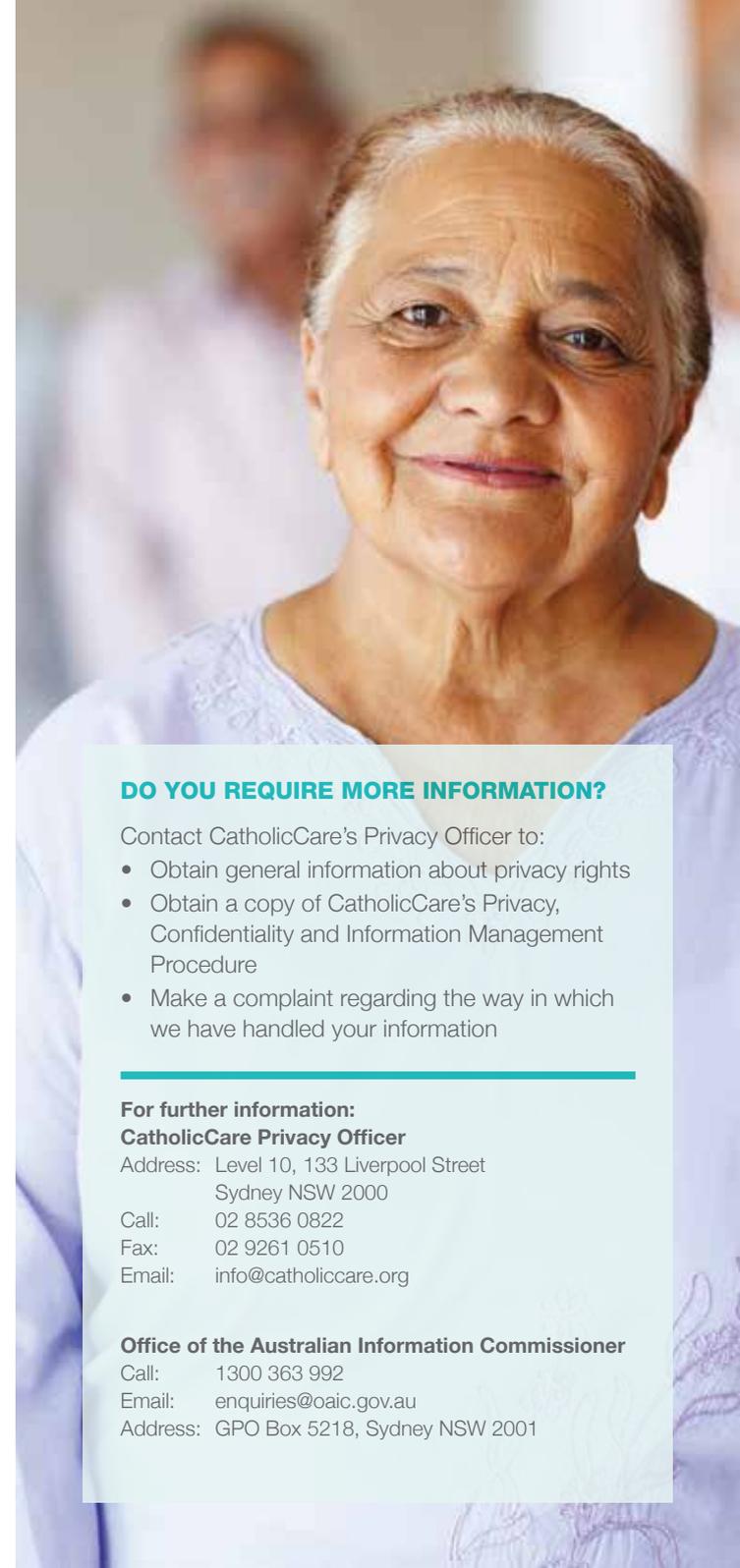
CatholicCare is committed to maintaining a secure environment for all personal information collected, used or disclosed. CatholicCare will take all reasonable precautions to protect your information from loss, misuse, unauthorised access or disclosure, alteration or destruction. Personal information is retained no longer than is necessary. Access to either paper-based or computerised records will only be granted to CatholicCare staff where there is a demonstrated need for this access in accordance with that staff member's duties or responsibilities. CatholicCare is, however, required to provide access to information to a law enforcement agency or other government agency if such access is legally warranted in the course of an official investigation.

Anonymity, pseudonymity

Wherever legal and practical, you have the opportunity to deal with CatholicCare anonymously or through use of a pseudonym. This practice is best suited to the distribution of generic advice as individual circumstances are frequently required in order to respond effectively to more detailed and complex questions or issues.

Complaints

Detail of the principles we observe in collecting and managing your information are set out in the CatholicCare Privacy Procedure that is available upon request. If you wish to make a complaint regarding the way in which we have handled your information you may do so at any of our offices, or by talking to the CatholicCare Privacy Officer on (02) 8536 0822, or contacting the Office of the Australian Information Commissioner.



DO YOU REQUIRE MORE INFORMATION?

Contact CatholicCare's Privacy Officer to:

- Obtain general information about privacy rights
- Obtain a copy of CatholicCare's Privacy, Confidentiality and Information Management Procedure
- Make a complaint regarding the way in which we have handled your information

For further information:

CatholicCare Privacy Officer

Address: Level 10, 133 Liverpool Street
Sydney NSW 2000

Call: 02 8536 0822

Fax: 02 9261 0510

Email: info@catholiccare.org

Office of the Australian Information Commissioner

Call: 1300 363 992

Email: enquiries@oaic.gov.au

Address: GPO Box 5218, Sydney NSW 2001