



ABOUT CATHOLICCARE

We are the social services agency of the Catholic Church in Sydney. Our services help people to live and thrive at every age irrespective of beliefs and abilities.

We provide locally-based disability services, counselling, education and support for children, young people and families and deliver ageing services in the home.

We can also help you to navigate the new world of the NDIS and My Aged Care, by understanding your needs and applying our knowledge to help identify solutions.

Our greatest wish is to see you, your family and your community thrive.

www.catholiccare.org



 **13 18 19**

 connect@catholiccare.org

 www.catholiccare.org

Level 10, 133 Liverpool Street
Sydney NSW 2000



CatholicCare

ABN 38 841 427 747

CatholicCare Sydney Respecting Your Privacy

How we protect your
personal information

 **CatholicCare**

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 **13 18 19**, or contacting the Office of the Australian Information Commissioner.

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.

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: 13 18 19

Email: connect@catholiccare.org

Office of the Australian Information Commissioner

Call: 1300 363 992

Email: enquiries@oaic.gov.au

Address: GPO Box 5218, Sydney NSW 2001

