



For further information

CatholicCare Privacy Officer

Address: PO Box 360, Summer Hill NSW 2130

Call: 13 18 19

Email: privacy@catholiccare.org

Office of the Australian Information Commissioner

Call: 1300 363 992

Email: enquiries@oaic.gov.au

Address: GPO Box 5218, Sydney NSW 2001

About CatholicCare Sydney

We are the social services agency of the Archdiocese of Sydney. For over 80 years, we have worked to fulfill our mission by providing direct care and support to people in need across Sydney. Our range of services offered across many locations also aim to enhance the capacity of individuals, families, and communities to care for and support themselves and each other.

Get in touch

CatholicCare Sydney

 13 18 19

 connect@catholiccare.org

 catholiccare.org

CatholicCare
SYDNEY

Respecting Your Privacy

How we handle
your information



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CatholicCare
SYDNEY

Privacy Notice

Information collected

CatholicCare collects personal information about those who work with us and our service users which may include details such as your name and address, date of birth, phone number and sometimes, your health or other sensitive information. This information is only collected where necessary.

Use and disclosure of information

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 that assists with our service delivery, funding and reporting
- Sending information about our programs, special events and fundraising programs

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, use of our website or other forms of communication.

Your personal information is only used where it is necessary for CatholicCare to provide services, carry out our work and fundraising. Personal information collected for a specific purpose will not be used for any other purpose, unless you would reasonably expect CatholicCare to use

or disclose the information for that purpose. Your personal information will not be disclosed to third parties without your consent, unless otherwise required or permitted by law or under the *Australian Privacy Principles*.

Access to information

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

Our approach to privacy

CatholicCare Sydney respects your right to privacy and is committed to ensuring the privacy of any information you give us. CatholicCare is bound by the *Australian Privacy Act 1988* as amended.

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 personal information from loss; misuse; unauthorised access or disclosure; alteration or destruction.

Personal information is retained no longer than is required or 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. However, CatholicCare is sometimes required or permitted by law to provide access to information to a law enforcement agency or other government bodies, such as where there is a serious threat to a person's life, health or safety.

Anonymity, pseudonymity

Wherever legal and practical, you have the opportunity to deal with CatholicCare anonymously or through use of a pseudonym. However, this may mean we are only able to provide you with general advice or information. In many instances, individual information about you or your circumstances is 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 and Data Collection Procedure that is available upon request.

If you wish to make a complaint regarding the way in which we have handled your personal information you may do so at any of our offices or through talking to the CatholicCare Privacy Officer on **13 18 19** or contacting the Office of the Australian Information Commissioner.

Do you require more information?

Contact our Privacy Officer to:

- Obtain general information about privacy rights
- Obtain a copy of CatholicCare's Privacy and Data Collection Procedure
- Make a complain regarding the way in which we have handled your information.