



# Privacy Statement

## Our Commitment

Open Support is committed to protecting your privacy. We are bound by the provisions of the Privacy Act 1988 (Cth), which are set out in the Australian Privacy Principles and govern the way in which we hold, use and disclose your personal information.

This statement will detail the type of information we collect, how we may use that information and whom we may share it with.

## Types of Information

Open Support collects personal information, including some sensitive information, from a variety of individuals including:

### Clients

Open Support collects personal information, including some sensitive information, about you in order to provide services as defined in the organisational and program objectives. The information collected may include but is not limited to:

- Your name, age, address, phone and email address, emergency contact names and contact details
- Demographic information about the you that allows us to provide individualised service appropriate to your needs. This may include ethnic origin, language spoken at home, immigration status, medical history and disability information.
- Information about your life that will enhance the service provided such as historical information, strengths, needs, goals, thoughts and feelings.

Wherever possible, Open Support will collect information directly from you. If information is collected from a third party, you will be informed or may reasonably expect that we have been given this information and you will know the purpose for which it has been collected. You will have access to the information collected from the third party.

### Volunteers

Open Support collects personal information from you to assist in the process of appropriately assigning you to roles within the organisation and to ensure the provision of appropriate training and support. We also use the information to ensure we meet our legal and statutory obligations.

Open Support may use this information to communicate with you on matters relating to Open Support and the role(s) you perform for us.

### Donors & Supporters

Open Support collects personal information from you, in order to process donations, issue receipts and undertake other necessary communications with those who support our mission.

Open Support maintains a database with your information if you engage in any financial transaction with us. As a minimum, this database will contain name, address, telephone numbers and one or more other identifiers as required.

The information kept within this database will not be made available to any third party, without your consent, except to Australian Government Agencies as required by law.

## Anonymity

Open Support allows you to act anonymously where it is practical and lawful to do so. We will accept anonymous donations but will hold enough information in order to issue a receipt if requested by the donor. Such records are clearly highlighted within the database as anonymous.

## Use and Disclosure of Information

In general, Open Support will use information only for the purpose for which it was collected or in some circumstances, for a closely related secondary purpose. In the event that your information is used for a secondary purpose, it will only be used if it can be reasonably expected by you that this will occur, or where you have consented to the use or disclosure for the secondary purpose.

This may occur if your circumstances change and you are provided with a different or extended service to better meet your needs. In such a case, some of your information may be passed on to new service.

We may also be required or authorised to disclose information under the law or for various legal purposes, such as where we are required to provide information to government bodies as a condition of funding.

## Data Quality

We will at all times endeavour to ensure the information we hold is accurate, up to date, complete, relevant and not misleading. Information collected from third parties will be confirmed with the person to whom it relates wherever possible and practical. We will review your contact details and other personal information regularly and update as required.

## Data Security

Open Support makes every effort to ensure that all personal information is held under secure conditions. Access to this information will be restricted only to individuals who need it to carry out their duties at Open Support. All reasonable measures will be taken to protect personal information from misuse, interference, loss unauthorised access, modification or inappropriate disclosure.

## Retention and Disposal

We are required by law to retain certain records for specific periods of time, even after you cease involvement with Open Support or no longer receive any service from us. Where records are destroyed, this will be done in accordance with legislated retention periods and in a secure way according to accepted protocols.

## Transfer of Data to External Organisations

When information is required to be sent to other agencies, it will be undertaken under secure conditions according to relevant data protection law.

## Use of Identifiers

In dealing with Australian and State Government agencies, we may be obliged to collect and use your identifying numbers as issued by those agencies. This will be conducted according to the law and regulations, as required by each agency.

## Access to Information

You may request access to your personal information held by Open Support for the purpose of reviewing or correcting details.

Open Support reserves the right to take reasonable measures to ensure that the person is seeking access is in fact entitled to access, prior to granting a request.

Where access to information is denied, Open Support will provide reasons for this decision.

If you wish to discuss or access any personal information held by Open Support, or which you believe may be held by Open Support, you may direct your enquiry to the Open Support Privacy Officer as detailed at the end of this statement.



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## Privacy Breaches

In the event that a data breach occurs, we will respond in accordance with the requirements of the Privacy Act 1988 and follow accepted good privacy practice as defined by the Office of the Australian Information Commissioner (OAIC).

Where appropriate and warranted we may notify you and other third parties such as the OAIC, police or other professional bodies as required.

## Enquiries, Concerns or Complaints

We take to protection of your privacy very seriously. If you have any privacy concerns or believe that the personal information held or used by us is incorrect, we encourage you to raise this with us directly.

You may wish to speak with the Service Coordinator or Manager of the service you are dealing with or alternatively may contact the Open Support Privacy Officer using the contact details below:

Open Support Privacy Officer

[Feedback@opensupport.org.au](mailto:Feedback@opensupport.org.au)

If you are dissatisfied with the response that you receive from us, you may seek advice from the Office of the Australian Information Commissioner on 1300 363 992 or [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).