



## Controlled Document

# Anyinginyi Web Based Privacy Statement

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	<b>Effective Date:</b> 22.11.2014	<b>Review Date:</b> 22.11.2016
	<b>Approval Authority:</b>	Trevor Sanders General Manager

<b>Responsibility:</b>	Responsibility for reviewing this policy rests with the General Manager and/or their delegate.
<b>Location:</b>	Anyinginyi Public Drive Anyinginyi Intranet Site

## Statement

### 1 Policy:

Anyinginyi Health ABN: 973 294 833 72 (referred to in this document as we, us or our) recognises that privacy is very important and we are committed to protecting the personal information we collect from our employees and from our clients (referred to in this document as you, or your). The Privacy Act 1988 (Cth) (Privacy Act), and the Australian Privacy Principles (APPs) govern the way in which we must manage your personal information and this policy sets out how we collect, use, disclose and otherwise manage personal information .

By visiting our website, using any of our services or otherwise providing us with your personal information (or authorising it to be provided to us by someone else), you consent to your personal information being handled by us as set out in this privacy policy. You understand that your consent will be ongoing for the duration of your association with us. Your consent can be revoked at any time by giving written notice to the Privacy Officer. If you withdraw your consent, you may not be eligible for the services provided to you, by Anyinginyi Health.

### 1.1 Purpose of Collection

The personal information that we collect and hold about you, depends on your interaction with us, either as an Employee or as a Client. We will take such steps as are reasonable in the circumstances, to ensure that the personal information that we collect is accurate, up to date and complete.

Generally, we will collect, use and hold your personal information (including sensitive information) for the purpose of:

- (a) facilitating our internal business operations, including the fulfilment of any legal requirements;

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(b) provision of information as required to servicing partners i.e NT Department of Health and associated providers in the fulfilment of health related services.

(e) analysing our services and customer needs with a view to developing new or improved services and

(f) recording requirements as per Office of Registrar of Aboriginal Corporation conditions.

### **1.2 Types of Information Collected and Recorded**

Anyinginyi collects and holds personal information about employees and clients, that is, information that can identify you, including but not limited to your: full name; date of birth; address; photograph; and bank details. Additionally, if you are a Client, unless otherwise permitted by law, only with your consent we may also collect and store sensitive information that is relevant to assessing you for, or providing you with, agreed health related services. Sensitive information that we collect and store may include, information about your: health; or racial or ethnic origin; or religion; or (only where it is directly relevant to the Service being provided) criminal record.

### **1.3 Method of Collection**

We generally collect your personal information directly from you through the use of any of our standard forms, in person during a consultation, over the internet, via email, or telephone conversation. There may, however, there may be some instances where we collect your personal information from another health care provider because it is unreasonable or impractical to collect it directly from you (for example, where services have been provided external to Tennant Creek and discharge information is required to be provided). In such a case, upon presentation of visitation to Anyinginyi collected new information regarding the provision of health care will be advised.

### **1.4 Internet Users**

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

### **1.5 Use and Disclosure**

Generally, we only use or disclose personal information about you for the purposes for which it was collected. We will take such steps as are reasonable in the circumstances to ensure that the personal information that we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up to date, complete and relevant.

We may disclose personal information about you, to:

- other service providers who assist us in delivering services to our clients;
- our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services and various promotions (if you consent to receiving these);
- your nominated next of kin in an emergency involving you;
- (in the case of a transfer to hospital or other care), any medical practitioner, hospital, or service provider involved in the provision of care; your nominated family / carer;

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- Government entities as part of summaries of service provision data (personal and identifying information is de-identified and statistical, where this is specifically required to identify eligibility for funding or to inform future service planning);
- emergency services personnel (Police, Fire, Ambulance), where required;

In initial induction as client and/or employee all persons are required to sign a consent to release information for the administration of services.

### **1.6 Security**

We store personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We take reasonable measures to ensure that your personal information is stored safely to protect it from misuse, interference, loss, unauthorized access, modification or disclosure, including electronic and physical security measures.

Also, if we provide you with in-home care, we may leave your record of treatment with Anyinginyi Health, which includes personal information, at your home. In this circumstance, we require that you acknowledge that you will keep the record safe and secure and that you will inform us if any event or threatened event jeopardises the safety and security of this record.

### **1.7 Access**

You may access the personal information we hold about you, upon making a written request. On receipt of a written request, we will try to:

- (a) provide you with access within a reasonable period after the request is made; and
- (b) give access to the information in the manner requested by you, if it is reasonable and practicable to do so.
- (c) encourages clients in the assessment of clinical data to seek the assistance of an appropriate clinician.

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, based on cultural, family or associated links where permissions are needed from the client/guardian/carer. If declined a written response will be provided and further assistance for this request can be provided by the NT Health and Related Services Complaints Commission. Please see our receptionist for a copy of this pamphlet.

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, you should notify us. Upon notification we will take reasonable steps to correct the information, having regard to the purpose for which it is held, so that it is accurate, up to date, complete, relevant and not misleading.

### **1.8 Incomplete or Inaccurate Information**

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If the personal or sensitive information that we require, in order to provide services to you, is not provided, or is incomplete, or is inaccurate, we may be unable to provide you, or someone else that you know, with the services that you, or they, are seeking.

Anyinginyi will seek information in a cultural sensitive environment.

### **1.9 Revision of Policy**

We may update our privacy policy from time to time so please review it periodically for changes. If we make material changes to this privacy policy, we will notify you by email or by putting a notice on the "Home" page of our website [www.anyinginyi.org.au](http://www.anyinginyi.org.au). Your continued use of our website or services or the provision of further personal information to us once you have been notified of the revisions constitutes your acceptance of the revised privacy policy.

### **1.10 Feedback**

If you have any queries or concerns about our privacy policy or the way we handle your personal information you can, contact our Privacy Officer by telephone 0889 622 633, or by writing a letter to: Anyinginyi Health Aboriginal Corporation, PO Box 842, Tennant Creek NT 0861.

All complaints and the outcomes are recorded by both electronic and hard copy recording system that provides traceability of our communication with you. Our internal business processes prescribe responsibility and timeframes for timely complaint resolution. All documentary records of a complaint are kept confidential, and the information securely filed by the person closing out the complaint.

### **1.11 More Information**

For more information about privacy in general, clients can visit the Office of the Australian Information Commissioner website at <http://www.oaic.gov.au> or Relevant Legislation / Standards:

Privacy Act 1988 (Cwth)

Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cwth)

Relevant and Related Acts of the Northern Territory