

In providing services, Uniting Communities may need to collect personal information from you.

Personal information is information from which an individual can be identified or whose identity could be reasonably ascertained.

Examples of Personal information include:

- * Age, name, date of birth
- * Religion
- * Gender
- * Banking details
- * Identifying photographs
- * A description of characteristics or behaviours



The Privacy Policy covers:

- * All personal information relating to clients, donors and subscribers gathered by Uniting Communities, will be collected, maintained, used, stored and disposed of in accordance with the Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the thirteen Australian Privacy Principles, as set out by the Australian Information Commissioner [OAIC].
- * The ways in which Uniting Communities ensures that the Privacy Principles are understood and adhered to in a daily organisational activities.
- * Our position on handling personal information.

The policy is available on the internet www.unitingcommunities.org/privacy

To request a full copy of the Privacy Policy, Procedures and Guidelines, contact the Senior Privacy Officer.

The Senior Privacy Officer is:

- * Responsible for ensuring compliance with the Privacy Policies and Procedures for every operation or function of Uniting Communities where personal information is collected
- * Required to conduct annual privacy audits on Uniting Communities' practices in order to ensure compliance with Privacy Legislation.

Accessing your information, reporting changes, and lodging a complaint.

Clients of Uniting Communities can access their personal information, request a change be made, or report any privacy breach in person to a Uniting Communities' staff member or via correspondence to our Senior Privacy Officer. In either case the appropriate Privacy Officer will investigate and record the request and undertake any follow up that is required.

For further information please contact:

The Executive Manager, Services
Uniting Communities
10 Pitt Street

GPO Box 2534
Adelaide SA 5001

Ph: (08) 8202 5274

Fax: (08) 8202 5842

Email: enquiries@unitingcommunities.org



Uniting Communities Incorporated trading as Uniting Communities



Privacy and Personal Information

Uniting Communities headspace Mount Gambier

What is personal information?
What policies does headspace follow for collecting and using information?
How can personal information be accessed?
Who is the contact person for personal information concerns or requests?



headspace
National Youth Mental Health Foundation

headspace in Mount Gambier is run by Uniting Communities and follows the Uniting Communities Privacy Policy and Guidelines.

At Uniting Communities we aim to promote greater openness regarding the handling of your personal and sensitive information.

As such, all records and information management, including the collection of personal information, is undertaken by Uniting Communities following the guidelines set by the thirteen Australian Privacy Principles.

Uniting Communities supports and complies with the Information Sharing Guidelines for promoting safety and wellbeing (ISG). See ombudsman.sa.gov.au/isg for further information.

The following is a summary of the Thirteen Australian Privacy Principles (APPs).

The complete set of APPs (and what people and organisations have to do to comply with them – the rules) can be found on the Internet at oaic.gov.au

APP 1 – Open and Transparent Management of Personal Information

Uniting Communities will ensure that it manages your personal information in an open and transparent way.

APP 2 – Anonymity and Pseudonymity

Where practicable Uniting Communities will provide you with the option of dealing anonymously or through use of a pseudonym.

APP 3 – Collection of Solicited Personal Information

Uniting Communities will abide by the rules about when and how it can collect solicited personal information.

Uniting Communities solicits personal information if it explicitly requests another agency to provide personal information, or takes active steps to collect personal information.

APP 4 – Dealing with Unsolicited Personal Information

Uniting Communities will abide by the rules about what it must do if it receives personal information that we did not solicit, that is, where we receive personal information that we did not take any active steps to collect.

APP 5 – Notification of the Collection of Personal Information

Where Uniting Communities collects personal information about you, we will take reasonable steps to notify you of certain matters set out in APP 5.2 or to otherwise ensure that you are made aware of those matters. The notification will occur at or before the time of collection, or as soon as practicable afterwards.



APP 6 – Use or Disclosure of Personal Information

Uniting Communities will follow the rules about when we may use or disclose your personal information.

Uniting Communities will only use or disclose personal information for the particular purpose for which it was collected (known as the “primary purpose”) or for a secondary purpose if an exception applies.

This is explained at the time of consent.

APP 7 – Direct Marketing

Uniting Communities will not use or disclose your personal information for the purpose of direct marketing unless an approved exception applies.

APP 8 – Cross-border Disclosure of Personal Information

Uniting Communities will only disclose your personal information to an overseas recipient under the conditions imposed upon by the Act.

APP 9 – Adoption, Use or Disclosure of Government Related Identifiers

Uniting Communities will restrict its adoption, use or disclosure of Government related identifiers.

It should be noted that you cannot consent to the adoption, use or disclosure of a Government related identifier, such as one used by Centrelink etc.

APP 10 – Quality of Personal Information

Uniting Communities will take reasonable steps to ensure that the personal information that it collects and/or discloses is accurate, up-to-date and complete; having regard to the purpose of the use or disclosure.

APP 11 – Security of Personal Information

Uniting Communities will meet its obligations relating to the protection, assessing and destruction of your personal information that we hold. We will take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorized access, modification or disclosure.

Where Uniting Communities no longer needs your personal information for any purpose for which the information may be used or disclosed under the Australian Privacy Principles, we will take reasonable steps to destroy the information or ensure that the information is de-identified unless the information is part of a Commonwealth record, or we are required by law or a court/tribunal order to retain the information.

APP 12 – Access to Personal Information

Upon request, Uniting Communities will grant you access to the personal information held about you, subject to specific exceptions.

APP 13 – Correction of Personal Information

Uniting Communities will take reasonable steps to correct the personal information it holds about you if we are satisfied that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading; or, if you request us to correct the information.

In such circumstances, we will always consider the purpose for which the information is being held.