

## Privacy Notice

### Privacy Act 1998 (Cth)

This notice is provided for your information and is not intended to limit or exclude your rights under the Privacy Act 1998 (Cth).

The In Home Care (IHC) Support Agency (a Commonwealth Government funded program managed by Lady Gowrie Tasmania) is committed to treating the personal information we collect in accordance with the Australian Privacy Principles in the *Privacy Act 1988 (Cth) (Privacy Act)*. This Privacy Policy sets out how the IHC Support Agency handles personal information.

The IHC Support Agency may modify this Privacy Policy from time to time to reflect its current privacy practices.

### Personal Information the IHC Support Agency Collects

The types of personal information we collect include:

- names, occupation, contact and address details (including email)
- Government issued identification numbers - CRN
- date of birth and gender
- information that provides evidence of IHC suitability e.g. work roster, medical evidence, certification, evidence from courts
- Child Care Subsidy rate and eligibility hours
- personal information about your spouse and dependants
- care requirements of family
- access of other care and support services
- other information to support the development and review of a Family Management Plan

It may be necessary in some circumstances for the IHC Support Agency to collect sensitive information about you in order to provide you with appropriate referral support pathways. It is generally not practical to remain anonymous or to use a pseudonym when dealing with the IHC Support Agency as usually we need to use your personal information to provide specific services to you, or which relate to or involve you.

## **How the IHC Support Agency Collect and Manage Personal Information**

### **How we collect personal information**

Generally, we collect your personal information from you directly (for example, when we communicate with you in person or over the phone, when you send us correspondence (including via email), completion and review of a Family Management Plan, or when you use our website).

Personal information will be collected from you unless there are permissions in place for another person to provide this information to us on your behalf.

### **Where you provide us with personal information about someone else**

If you provide us with someone else's personal information, you should only do so if you have authority or consent to provide us with their personal information. You should also take reasonable steps to inform them of the matters set out in this Privacy Policy.

### **Security and data quality**

#### **Holding personal information**

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.

We may hold your personal information in hard copy and/or electronic formats. We take security measures to protect the personal information we hold including physical (for example, security passes to enter our offices and storage of files in lockable cabinets) and technology (for example, restriction of access, firewalls and passwords) security measures. Access to personal information is restricted to personnel with IHC Support Agency permissions including IHC Personnel, CEO, Business and Finance General Manager.

Business continuity and disaster recovery mechanisms include back up of electronic files off site in secure facilities.

Personal information is held as part of the Commonwealth Government, Department of Education and Training, IHC Support Agency contract and will be held until such time as the contract ends. Families hard copy information when exiting the program, will be shredded and only kept electronically. Electronic archiving forwarded to the Department on contract closure.

### **Purpose for collecting, holding, using and disclosing personal information**

The IHC Support Agency collects, holds and uses personal information for a number of purposes including:

- to meet regulatory obligations (including IHC Support Agency Contract)
- to undertake assessment of suitability of IHC

- to provide an IHC brokerage service and provide a copy of the FMP to the IHC Service Provider and educator (please note: the IHC Service Provider's policies and procedures come into play when information is forwarded to them)
- when referring to appropriate IHC Service Provider and/or relevant support pathway providers
- to respond to requests or queries
- to maintain contact with our clients and other contacts
- to verify your identity
- to perform internal statistical analysis, including of our databases and website
- for any other business related purposes.

If you do not provide us with the personal information we have requested, we may not be able to complete or fulfil the purpose for which such information was collected, including providing you with the services we were engaged to perform.

Any personal information provided by you is protected under the Privacy Act. It can be disclosed to other parties (those not involved in the delivery of IHC):

- for the purposes of the delivery of IHC and meeting data reporting and contract requirements
- if you have been given reasonable notice of the disclosure
- where disclosure is authorised by you or required by law or is reasonably necessary for the enforcement of the criminal law
- if it will prevent or lessen a serious and imminent threat to a person's life or health, or
- if you have consented to the disclosure

### **Access and correction**

You have a right under the *Freedom of Information Act 1982 (FOI Act)* and the Privacy Act to request access to your personal information and to request correction of your personal information if it is out of date, incomplete, irrelevant or misleading. More information about how you can seek access and correction of your personal information can be found in the IHC Support Agency contact details.

### **Direct Marketing**

The IHC Support Agency may also use your personal information for the purpose of marketing its services e.g. newsletters

If you do not want to receive marketing material from us, you can contact us as detailed below:

[info@ihcsupportagencytas.com.au](mailto:info@ihcsupportagencytas.com.au)

## **Privacy on the IHC Support Agency Website**

### **IP address**

An IP address is a number assigned to your computer whenever you access the internet. It allows computers and servers to recognise and communicate with one another. Public IP addresses from which visitors appear to originate may be recorded for IT security and system diagnostic purposes. This information may also be used in aggregate form to conduct web site trend and performance analysis, and to personalise your user experience.

### **Cookies**

Cookies may be placed on your computer or internet-enabled device whenever you visit us online. This allows the site to remember your computer or device and serves a number of purposes. Although most browsers automatically accept cookies, you can choose whether or not to accept cookies via your browser's settings (often found in your browser's Tools or Preferences menu). You may also delete cookies from your device at any time. However, please be aware that if you do not accept cookies, you may not be able to fully experience some of our web sites' features. Cookies by themselves do not tell us your email address or otherwise identify you personally.

### **Links to third party websites**

The IHC Support Agency website contains links to third parties' websites. The IHC Support Agency also does not endorse, approve or recommend the services or products provided on third party websites other than the Australian Government Department of Education & Training Website.

### **Choice**

You have several choices regarding your use of IHC Support Agency website. In general, you are not required to provide personal information when you visit the website. You can contact the IHC Support Agency directly by phone or email.

### **Complaints about a breach of privacy**

If you believe that your privacy has been breached, please contact us using the contact form available on the IHC Support Agency Website or by contacting us. Advise us of the incident so that we can investigate it. We will treat your complaint confidentially, investigate your complaint and aim to ensure that we contact you and that your complaint is resolved within a reasonable time (and in any event within the time required by the Act, if applicable).

The IHC Support Agency will endeavour to reply to you within 30 days of receipt of the completed complaint form and, where appropriate, will advise you of the general reasons for the outcome of the complaint. In some circumstances, the IHC Support Agency may decline

to investigate the complaint, for example if the complaint relates to an act or practice that is not an interference of the privacy of the person making the complaint. If you are not satisfied with the outcome of your complaint, you can refer your complaint to the Office of the Australian Information Commissioner.

### **Agreement to terms of privacy policy**

By using this website and/or providing information to us, you accept and agree to the collection, use, holding and disclosure of your personal information for the purposes described in this policy. We review our policies regularly and occasionally may need to change or update them. Any updated versions of this privacy policy will be posted on our website and will be effective from the date of posting. This Privacy Policy was developed on the 8<sup>th</sup> June 2018.

### **Contact information**

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your personal information or a possible breach of your privacy, please contact our Privacy Officer using the details set out below.

Our Privacy Officer can be contacted via:

Post: Privacy Officer  
IHC Support Agency  
PO Box 422  
South Hobart  
Tasmania 7004

### **How to contact to IHC Support Agency**

[info@ihcsupportagencytas.com.au](mailto:info@ihcsupportagencytas.com.au)

1300 052 057

### **More information**

For more information about privacy in general, you can visit the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au)