



Privacy and Information Sharing Statement

Carers and Disability Link (CADL) is committed to protecting and upholding the right to privacy of all workers, board members and clients we work with. CADL is committed to protecting and upholding the rights of all workers, board members and clients to privacy in the way we collect, store and use information about them, their needs, and the services we provide to them.

CADL requires all workers and the board members to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information. CADL is subject to legislation applying to the organisation and/or its client group. The organisation will follow the guidelines of the Australian Privacy Principles in its information management practices.

CADL will ensure that:

- It meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients and organisational personnel.
- Clients and organisational personnel are provided with information about their rights regarding privacy.
- Clients and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
- All workers and Board members understand what is required in meeting these obligations.
- It will adhere to all requirements imposed under the Privacy Act 1988, including the requirements imposed by the Privacy Amendment (Notifiable Data Breaches) Act 2017, to strengthen the protection of personal information.

What information does CADL collect and why?

The kind of information CADL collect about you will depend on your relationship with us (e.g., as a client, service provider, donor, funder, worker, board member). The primary purpose for collecting your personal information is to provide you with a service. CADL also use client information to help us to plan, fund, monitor and evaluate our operations.

The kind of personal information we collect may include:

- Your name, email address, telephone numbers as well as residential and/or mailing address.
- Your date of birth.
- Information you provide during assessment and/or intake.
- Information you provide when you are receiving a service.
- Any other unsolicited personal or sensitive information relevant to the services we provide to you.

We also collect information that you provide to us when signing up to mailing lists and registering for our events, or when submitting feedback on your experience with our website.

We collect personal information through our website and social networking services including Facebook and LinkedIn. We use this information to improve our website, to receive feedback from our communities to improve our operations, and for marketing purposes. You can choose to opt in or opt out by unsubscribing or withdrawing.

How does CADL use and disclose your personal information?

Your information may be used or disclosed:

- For the purposes of providing you with a service, for service planning and collaboration with other providers.
- For training or research.
- To report to government or other funding bodies on how funding is used.
- To process your donation or purchase and provide receipts.
- To respond to your feedback or complaints.
- To answer your queries.

Your information may be disclosed to someone outside of the organisation when we are collaborating with other organisations and providers to provide you with a service.

We will always seek your informed consent to collect, use or disclose your information. Your information will only ever be shared without your consent where we think it is reasonably necessary to prevent harm or respond to serious threats to individual or public health and safety, for law enforcement purposes or when required or authorised by law. These circumstances are defined in Australian Privacy Principle 6.

How does CADL store and secure your personal information?

We take reasonable steps to protect your personal information and sensitive information against misuse, interference, loss, unauthorised access, modification and disclosure.

These steps include:

- Restrictions for accessing our electronic ICT systems.
- Securing paper files in locked cabinets.
- Only storing information for as long as it is needed.
- De-identifying information where relevant.
- Ensuring only authorised staff are permitted to access our systems and premises.
- When personal information is no longer required, it is destroyed in a secure manner or is de-identified.
- CADL has Records Management policies and procedures, and our staff are appropriately inducted and trained in these.

How can you view, update, correct or delete your personal information?

You can request to access, amend or delete your information held by CADL by contacting our Privacy Officer using the details below. For security reasons we will ask you to provide proof of identity. If there is a legal or public health or safety reason to refuse your request, we will advise you of this. If you object to this decision, we will advise you on our complaints process so that you can lodge a complaint.

Compliance with the Notifiable Data Breach Scheme

Under the Notifiable Data Breaches (NDB) scheme any organisation or agency the Privacy Act 1988 covers must notify affected individuals and the Office of the Australian Information Commissioner when a data breach is likely to result in serious harm to an individual whose personal information is involved.

CADL will notify you if your personal or sensitive information is lost, subject to unauthorised access or disclosure and is subject to the NDB scheme.

How can you make a complaint about the way we have managed your personal information?

If you believe that your personal information has been misused or mishandled by us, please contact our Privacy Officer to discuss your concerns. If having done this you are still unhappy, you can follow our complaints process (please ask our staff for more information on this process). If you are still unhappy, raise your concerns with the Office of the Australian Information Commissioner [here](#).

How to Contact Us

Please direct your enquiries to:

Privacy Officer
15 Second Street
Nuriootpa SA 5355

enquiries@cadl.support

Changes to this Statement

We may update this Privacy and Information Sharing Statement from time to time. Any changes will be posted on this page with an updated effective date.

