

# Australian Refugee Association - Privacy Policy For Clients

**Contact Information:**

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This is the privacy policy of Australian Refugee Association (ARA) pursuant to the Australian Privacy Principles.

## 1. Introduction to our Privacy Policy

In this Privacy Policy, ARA is referred to as 'we', 'our', or 'us'.

We acknowledge our obligation and recognise the importance of your privacy and are committed to protecting any personal information that we collect about you in your dealings with us.

The purpose of this Privacy Policy is to explain how we will manage and protect your personal information. This policy also contains advice concerning how you may access that information in order to ensure that it is correct in addition to how you can make a complaint if you are concerned about how we have dealt with your information.

We are bound by the Privacy Act 1988 of the Commonwealth of Australia (**Act**) as amended and in particular the Australian Privacy Principles which are established by that Act.

We collect personal information about you so that we can better carry out our duties and obligations to you.

We will only collect and use any personal information from you if the information is reasonably necessary for, or directly related to, one or more of our services or activities.

This policy sets out:

- The kinds of personal information concerning you that we collect and hold.
- How we collect and hold your personal information.
- The purpose for which we collect, hold, use or disclose your personal information.
- How you may access your personal information and seek the correction of such information.
- How you may complain about a breach of the Australian Privacy Principles and how we will deal with any such complaint.

This privacy policy also applies to any information we may collect from third parties that relates to you.

We will not collect, use, or disclose, any personal information concerning you unless we need that information in order to carry out our services from time to time and we have your consent to do so, or we are legally required to do so.

It is impracticable for us to deal with you if you have not identified yourself or if you have used a pseudonym. Therefore, for the purposes of Australian Privacy Principle 2, you do not have the option of not identifying yourself or of using a pseudonym when dealing with us in relation to a particular matter.

## 2. Collecting your Personal Information

During the course of our dealings with you we intend to collect and hold the following kinds of personal information about you.

- Your full name and contact details.
- Any information concerning your situation that we will require in order to deliver our services to you.

The kinds of personal information listed above may change from time to time if we consider it appropriate to do so. If that occurs, then this privacy policy will be amended to reflect that change.

If we collect personal information about you from someone other than you, then we shall, as soon as practicable after we collect that personal information, take such steps as are reasonable in the circumstances to notify you that we have collected that personal information and the circumstances of that collection and the purpose for which we collect information.

Your personal information will be collected from the following sources:

- From you via telephone, online, in person or hard copy questionnaires and surveys;
- From ARA staff
- From training facilities
- From relevant agencies including but not limited to services providers, health care practitioners, education institutions, and community organisations.

The sources of personal information listed above may change from time to time if we consider it appropriate to do so. If that occurs, then this privacy policy will be amended to reflect that change.

## 3. Using your Personal Information

During the course of our dealings with you we intend using your personal information in the following manner:

- To assist in coordinating and providing you with services that you require from ARA
- To disclose to relevant agencies as detailed in section 4 'Disclosure of your personal information'.

We shall only use your personal information that we collect in order to carry out our services from time to time and for no other purpose.

In particular, in the course of using your personal information we may disclose it to the persons, organisations or agencies referred to below under the heading 'Disclosure of your personal information'.

Our use of personal information listed above may change from time to time if we consider it appropriate to do so. If that occurs, then this Privacy Policy will be amended to reflect that change.

#### **4. Disclosure of your personal information**

Information concerning you and your family's situation and the progress of you and your family's settlement into Australia may be used in discussions or dealings with other relevant people involving the services that ARA provides to you. Disclosure will only be made where consent has been collected as detailed in section 5 'Your consent'.

It is not intended to disclose your personal information to any overseas recipient.

#### **5. Your consent**

If required, we shall seek your consent to disclose your personal information in the manner and to external agencies that are involved in providing you with services on ARA's behalf.

Your personal information will only be disclosed in accordance with the consents approved by you. If your consent is required to disclose any of your personal information to any other recipient not referred to on the Consent Form, then your specific consent will be sought in relation to that proposed disclosure.

#### **6. Managing your personal information**

We shall take all reasonable steps to protect your personal information from any unauthorised use.

In particular, we will protect your personal information from unauthorised access, alteration and/or disclosure by taking all reasonable steps to ensure that your personal information can at all times only be accessed by persons who are properly authorised to have access to your personal information at that time.

We shall store your personal information either in hard copy or electronic form.

Personal information stored in hard copy form shall be kept at our premises at a location where the general public does not have access, and which are secured after normal business hours and protected by a security system.

Personal information kept in electronic form will be protected by the usual internet security measures including a firewall and passwords or identification protocols in order to ensure that there is no unauthorised access to your personal information by any electronic means. Personal information is destroyed and de-identified once ARA'S legal obligation to maintain the information expires.

## 7. Accessing your personal information

You may find out what personal information we hold about you by requesting, by any reasonable means, access to that information.

We shall attempt to deal with and finalise any such request by the close of business on the next business day after receiving your request.

There is no financial cost to you for us complying with your request for access to your personal information.

## 8. Correcting your personal information

You should advise us immediately if you consider that any personal information we hold about you is inaccurate, out of date, misleading or incomplete.

If you consider that any of these things apply, then you should advise us of the basis for that belief so that we can take steps to rectify any defect in the personal information we hold about you as soon as possible.

If you ask us to make a correction to the personal information we hold about you and we agree that your request is justified, then we shall advise you accordingly and provide to you a copy of any such corrected information.

If we consider that your request is not justified, then we shall provide reasons for that belief.

If you consider that any personal information we hold about you is incomplete, inaccurate or no longer up to date, or you wish to have particular information no longer held by us, then you should advise us accordingly.

## 9. Complaints procedure

You are entitled to complain if you consider that we have breached the Act, the Australian Privacy Principles or this Privacy Policy. At first instance you should contact ARA and provide details of the nature of your complaint and what steps you wish us to take in order to resolve the complaint.

Upon receipt of your complaint an appropriate officer will investigate your complaint and then notify you of the decision concerning your complaint.

If the complaint is not resolved to your satisfaction, then you may make a privacy complaint to the Office of the Australian Information Commissioner (OAIC) online at <https://www.oaic.gov.au/> or by phone on 1300 363 992 in accordance with the relevant provisions of the Act.

# Client Consent

## Privacy Policy and Disclosure of Confidential Information

I, (name) \_\_\_\_\_ Date of Birth \_\_\_\_\_

give permission for ARA to contact the below listed agencies to request and/or disclose personal or confidential information on my behalf and on behalf of children under 15 years of age under my care.

(List names of children): \_\_\_\_\_

Client/Child Name	Date of birth	Name of Agency	Type of Information (eg. referral/enquiry, health issues)

I also give permission for ARA to collect my personal information for the purposes of services delivery, reporting and data analysis.

- I understand that data may include: name, visa subclass, date of arrival, suburb, family details, health and medical details.
- I understand that ARA may require additional information, in order to gain access to other services
- I understand I do not have to provide ARA with all the information they ask for, however it might limit the types of services that can be offered to me.
- **I understand that my information will be stored securely in ARA's database.**

I understand that my information will be kept confidential and only disclosed if:

- I consent for ARA to make a referral or enquiry to another agency on my behalf;
- There is a serious threat to the health or safety of person(s), or to report other illegal activity that is required under the law.
- There are suspected situations of child abuse and/or neglect, self-harm and/or harm to a third person.

I understand that I can request access to and/or correction of my information at any time.

I understand that I can change or withdraw this consent at any time.

- Valid for 24 months ☐ Date of consent expiry \_\_\_\_/\_\_\_\_/\_\_\_\_
- Once only exchange ☐

(Client signature) \_\_\_\_\_ (Date) \_\_\_\_\_

Verbal Consent\*: ☐ **\*Note: Verbal consent should only be used when it is not practicable to obtain written consent.**

(ARA worker signature) \_\_\_\_\_ (Date) \_\_\_\_\_