

Privacy Policy Statement

Eskleigh ensure that privacy and confidentiality are protected in its operations. The Australian Privacy Principles set minimum standards covering legitimate use of personal information and Eskleigh is committed to complying with those Principles.

Definitions

Personal information - is defined as any information or an opinion about an identified individual such as an individual's name, signature, address, telephone number, date of birth, medical records, bank account details, employment details and commentary or opinion about a person.

Personal information that has been de-identified will no longer be personal information. Personal information is de-identified if the information is no longer about an identifiable individual or an individual who is reasonably identifiable.

Sensitive Information - is a subset of personal information and is defined as information or an opinion (that is also personal information) about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, membership of a trade union, sexual orientation or practices, or criminal record.

What information is collected?

Eskleigh will collect personal information in order to provide you with a service; this includes information collected as part of an agreement with the Organisations funding our services.

Information collected is listed below but is not limited to:

- Identifying information (may include name, date of birth etc.)
- Contact information (may include address, phone number, email address etc.)
- Next of Kin (if appropriate)
- Information received from other services that relate to providing support (may include referrals)
- Personal Information
- Sensitive information

Personal information will be collected if you are a participant, staff member, contractor, supplier or visitor. Eskleigh will only collect personal and sensitive information which is necessary to provide you with a service. Eskleigh will gain consent before collecting personal and sensitive information.

Use and disclosure

Eskleigh will collect, use and retain information or disclose information to other parties for business purposes when necessary. Each participant will be informed in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law.

Data quality

Eskleigh will take reasonable action to ensure that personal information is accurate, up to date, complete and relevant.

Data security

Eskleigh will take reasonable steps to ensure recorded personal information is protected from interference, misuse and loss, and unauthorised access, modification and disclosure.

Information collected by Eskleigh is stored locally and backed up off site. A firewall protects local data. Policies, procedures, processes and software, including passwords, are regularly reviewed to ensure security of data. User access and password security are routinely reviewed.

Access and correction

You have the right to request records containing your personal information. Eskleigh will endeavour to respond to your request within a reasonable period.

You have the right to request that your records containing your personal information be corrected at any time. Eskleigh will take reasonable steps to ensure personal information is accurate, up to date, complete, relevant and not misleading. Eskleigh will endeavour to respond to your request within a reasonable period.

You have the right to withdraw your consent for Eskleigh to collect, use, retain and disclose your information at any time by contacting your coordinator. Eskleigh will endeavour to respond to your request within a reasonable period.

How to make a complaint

You can make a complaint in writing about how we have handled your personal information. Eskleigh will respond to your complaint within a reasonable period.

How to contact us

P: 03 6398 7100

E: info@eskleigh.com.au

A: PO Box 42, Perth, Tasmania 7300