



Privacy Policy

Purpose and Scope

The purpose of this policy is to establish standards of privacy as well as the roles and responsibilities of employees, contractors, volunteers, and the board of Community Disability Alliance Hunter (CDAH) in relation to privacy.

This policy applies to all members of the CDAH Board from the time they are elected to office and all employees, contractors, and volunteers. It covers all CDAH's programs and activities.

Policy

CDAH is committed to protecting and upholding the right to privacy of people, staff, volunteers, board members and representatives of agencies we deal with. This includes

the way information is collected, stored, and used when providing programs and activities for its members.

CDAH is committed to collecting, keeping, and disposing of persons records in ways that protect privacy and ensure confidentiality is maintained.

Collection of personal information

Generally, CDAH will collect personal information directly from the person, that is reasonably necessary to conduct our functions and activities. Sometimes, CDAH may need to collect information about a person from a third party, such as their chosen advocate, a parent, carer, guardian, or other responsible person. Or a health service provider, government or similar agency or the service user's educational institution or workplace.

CDAH will do this if the person has consented for us to collect the information in this way, or where it is not reasonable or practical for us to collect this information directly from the person (such as in an emergency, because the person is not able to provide the information required or where collection in this way is a reasonable and efficient way to collect the information without inconvenience to the person).

Information may be collected by people or organisations acting on behalf of CDAH, CDAH may also obtain personal information with the persons approval from other Commonwealth agencies, State or Territory government bodies, or other organisations.

Methods of gathering information can be in the following ways.

- paper-based forms
- electronic forms (including online forms)

Page 1 of 5

General/Policies / Privacy Policy/Version 1:1/ Review Date January 2026



- face to face meetings
- telephone communications
- email communications
- CDAH websites and social media websites

CDAH holds personal information in a range of paper-based and electronic records for example when applying for a job your name, address, tax file number and bank details are stored electronically in the payroll system. All reasonable steps are taken to keep any information that is held about individuals secure.

CDAH employees and volunteers are obliged to respect the confidentiality of any personal information held by us and are provided with information on the Australian Privacy Principles.

Purposes for which personal information is collected, held, used and disclosed, include:

- providing supports to people
- performing its employment and personnel functions in relation to CDAH staff and volunteers
- performing legislative and administrative functions
- policy development, research, and evaluation
- complaints handling
- program management
- contract management

CDAH only uses and discloses personal information for the primary purposes for which it is collected or for a closely related secondary purpose, e.g., where the persons needs have changed or become extended, or the person has consented to the use or disclosure of the information for the secondary purpose. CDAH will only use personal information for secondary purposes in circumstances that are in accordance with the Privacy Act 1988.

If necessary to carry out functions and provide services and programs, CDAH may need to disclose personal and sensitive information to external service providers (such as legal service providers, other community service providers, etc.)

CDAH may also be required to disclose information by or under law or for various legal purposes.

Seeking access to and correcting personal information

All persons have a right under the Privacy Act 1988 to access personal information CDAH holds about them and request corrections to any personal information that CDAH holds if the information is inaccurate, out-of-date, incomplete, irrelevant, or misleading. However, the Privacy Act 1988 sets out circumstances in which CDAH can decline access to or correction of personal information.



To access or seek correction of personal information we hold about you, please contact CDAH using the contact details set out at www.cdah.org.au.

Where services have been provided under a contract with a government department or agency it will be possible to access, and correct documents held by CDAH under the Freedom of Information Act 1982.

Accidental or unauthorised disclosure of personal information

CDAH will take seriously and deal promptly with any accidental or unauthorised disclosure of personal information.

Data Security

Access to personal information held by CDAH is restricted to authorised persons who are CDAH employees or volunteers. Electronic and paper records containing personal information are protected in accordance with the relevant CDAH policy and procedures.

Complaints

If you believe that your privacy has been breached, please contact CDAH using the contact information at www.cdah.org.au and above and provide details of the incident so it can be investigated. All complaints are taken very seriously and CDAH will endeavor to respond to privacy complaints and address concerns as soon as reasonably practicable.

You also have the option of contacting the OAIC (Office of the Australian Information Commissioner) if you wish to make a privacy complaint against CDAH. The OAIC website www.oaic.gov.au contains information on how to make a privacy complaint.

Responsibility

It is the joint responsibility of the Board and Chief Executive Officer to ensure:

- that any new Board Member(s), and employees are provided with orientation and relevant information about the Privacy policy.
- that Board members are aware of their roles/responsibilities; and
- that the storage of people's, employees, volunteers, contractors, and other service agencies information is secure and as safe as possible from access by unauthorised person or destruction.

It is the responsibility of the Chief Executive Officer or Delegate to ensure that employees, volunteers, and contractors are aware of their roles/responsibilities.

Related Documents

Code of Conduct Policy

Confidentiality Policy



Legislation

Privacy Act 1988

[Privacy Act 1988 \(legislation.gov.au\)](http://legislation.gov.au)

Australian Privacy Principles

[Australian Privacy Principles - Home \(oaic.gov.au\)](http://oaic.gov.au)

[Freedom of Information Act 1989 No 5 - NSW Legislation](#)

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| Approved By, Name | |
| Signature | |



| Privacy Policy | | |
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| Date | Name | Signature or Attach Evidence of Agreement |
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