



# Privacy Policy

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## Overview

Community Disability Alliance Hunter (CDAH) is committed to providing quality services. This policy outlines CDAH's ongoing responsibility in how we manage and protect the privacy of personal information in accordance with the *Privacy Act 1988 (Commonwealth)* and the *Australian Privacy Principles 2014*. This legislation controls the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

This Privacy Policy covers:

- the collection, use and disclosure of personal information;
- CDAH's accountability regarding personal information;
- the integrity and collection of personal information;
- the rights of individuals to access their personal information

## What is personal information? Why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of personal information include name, post codes, email addresses and phone numbers.

Personal Information is collected in many ways including by telephone, email, face to face, at CDAH events and training, via our website, social media and from third parties.

We need to collect this information:

- to manage employees, volunteers, peer groups and the support they provide;
- understand the needs of our members and peers, including where CDAH may add value or providing additional support or services;
- to seek additional funding opportunities to deliver our services, and continue our work;

We may collect information for statistical purposes about work undertaken, to ensure that we are providing services aligned to the need of our peers, wider CDAH community, and to report to funding bodies to ensure the sustainability of CDAH.

## Types of information we collect

The type of information we may collect, includes (but is not limited to):

- Full name
- Email address



- Phone number
- Any other contact details you wish to provide
- Confirmation that you are 18 or older (for membership only)

We may collect some information that is not personal information because it does not identify you or anyone else.

## **Quality of your Personal Information**

It is important to us that your Personal Information is up to date. We will take reasonable steps to ensure that your Personal Information is accurate, complete, and current. If you find that the information, we have is inaccurate, please advise us as soon as possible so we can update our records and ensure we can continue to provide quality services to you.

## **Sensitive Information**

Sensitive information is information about racial or ethnic origin, health, political opinions, religious, sexual preferences. We may collect sensitive information.

For employees and volunteers, a Working with Children Check is required to ensure the safety of those that come into contact with our organisation.

## **Disclosure of Personal Information**

Would do not share your information with anyone else unless it has been deidentified.

Your Personal Information may need to be disclosed in several circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

## **How we protect your personal information**

CDAH will endeavour to take all reasonable steps to keep personal information accurate and up to date. We ensure this information is securely stored to protect it from loss, misuse, or unauthorised access. Information is destroyed or permanently deidentified when it is no longer required for any purpose for which it was collected.

CDAH employees and volunteers and data processes are obliged to respect the confidentiality of any personal information held by the organisation.



## Collecting information through online sources

We collect email addresses when you interact with CDAH. We do not send marketing material unless an individual has opted in.

By using our website, and voluntarily providing us with personal information, you consent to the collection, use of personal information as described in this policy.

## Policy Updates

This Policy may change from time to time and is available on our website.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

[Info@cdah.org.au](mailto:info@cdah.org.au) or on 0490 053 454.

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