

# YOUR PRIVACY

**Saints Care respects** the right of privacy and confidentiality for all service users, staff, volunteers and students. Our organisation is bound by the principles contained within the following privacy legislation:

- Privacy Act (1988)
- Australian Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy and Personal Information Privacy Act 2022 (NSW) (HRIP Act)
- Health Records and Information Act 1988 (NSW)
- Government Information (Public Access) Act 2009 (GIPA Act)

**Saints Care is committed** to protecting your privacy and ensuring the best measures are put in place to ensure this. If you would like to request further information on your privacy or would like to provide feedback, please contact Saints Care on 1300 889 855 / [info@saintscare.org.au](mailto:info@saintscare.org.au)

**Personal information** – means any information that can be used to personally identify a person. This may include their name, address, telephone number, email address and profession or occupation. Personal information also includes sensitive information about a person, such as health information.

**Confidentiality** – is about privacy and respecting someone's wishes about keeping information private. Confidentiality ensures that information is accessible only to those authorised to have access, and is protected throughout its lifecycle.

## Information Collection

At all times we try only to collect the information we need for a particular function we are carrying out. The personal information we may collect, hold and use will depend on the service we are delivering to the person.

We only collect, use and disclose personal information if necessary to, for us to adequately provide an individual or family with a product or service they have requested.

A person has the right not to disclose personal information to us. However, this may limit our ability to provide them with the product or services they have requested.

Personal information records are held for a period considered appropriate to provide a person/family with the product/service the person requires and consistent with the Privacy Act and other applicable laws.

## Storage

All personal information is kept safely and securely to prevent loss, unauthorised access, use, modification or disclosure or other misuse.

Information will not be made available to any unauthorised party.

## Access & Amendment of Information

We will take reasonable steps to enable you to find out:

- Whether we hold personal information about you
- What type of information we hold about you
- The purposes for which the information will be used
- How you can access the information.

If you request access to your personal information, it will be provided without unreasonable expense or delay, unless:

- Serious threat to the life, health or safety of any individual
- This would unreasonably affect the privacy of other individuals
- For legal proceeding reasons
- It would be unlawful to provide access
- Denying access is required or authorised by law
- Providing access would be likely to prejudice an investigation into possible unlawful activity.

If we deny access to personal information, reasons will be provided in writing for doing so.



YOUTH **RE**OLUTIONS

Contact the team for more  
information Ph: 1300 889 855 |  
E: [info@saintscare.org.au](mailto:info@saintscare.org.au) |  
W: [saintscare.org.au](http://saintscare.org.au)



**SaintsCare**  
Bringing hope, peace and justice

# YOUR PRIVACY

## Use of Information

Personal information will only be used for the purpose that it was collected, unless;

- You give written consent for the information being used for other purposes, or
- Further use of the information is directly related to the purpose of the original collection, or
- Further use of the information is necessary to prevent a serious and imminent threat to the life or health of any individual, or to the general public, or
- The use is required or allowed to be made by law (including for required data collection and program contract reporting).

## Disclosure

Saints Care will only disclose personal information:

- For the primary purpose for which it was collected; or
- For a directly related secondary purpose within your reasonable expectations as a client; or
- With your consent; or
- To deal with a serious and imminent threat to personal or public health or safety; or
- Where authorized or required by law.

Saints Care will only disclose sensitive personal information:

- With your written consent; or
- To deal with a serious and imminent threat to personal or public health or safety; or
- Where authorized or required by law.

If you have a concern about the way your personal information has been handled, we ask that you let us know directly first. You can do this by contacting your direct Saints Care worker or the Saints Care Executive Officer on 1300 889 855.

If you are not satisfied with Saints Care's response, you can contact:

**Information and Privacy Commission NSW;** The Information and Privacy Commission NSW (IPC NSW) has complaint handling responsibilities under the Government Information (Information Commissioner) Act 2009 and the NSW Privacy and Personal Information Protection Act 1998 (PPIP Act) including private agencies, like Saints Care, which provides contracted services to the community on behalf of the NSW Government.

Complaints can be lodged with the Information Commissioner: P: 1800 472 679

E: [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)

W: [www.ipc.nsw.gov.au/privacy/ipc\\_index.html](http://www.ipc.nsw.gov.au/privacy/ipc_index.html)

**Office of the Australian Privacy Commissioner Australia;** This office (OAIC) has complaint handling responsibilities under the Privacy Act 1988. You can complain to the OAIC if you believe that your privacy has been interfered with by an Australian Government agency or a private sector organisation, like Saints Care, covered by the Privacy Act 1988.

Privacy complaints can be lodged via:

P: 1300 363 992

E: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

W: [forms.business.gov.au/aba/oaic/privacy-complaint/](http://forms.business.gov.au/aba/oaic/privacy-complaint/)



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W: [saintscare.org.au](http://saintscare.org.au)

