

# **Ileostomy Association of SA Inc.**

## **Privacy Policy**

### **1. PURPOSE and SCOPE**

- 1.1.** The Ileostomy Association of South Australia INC is committed to protecting the privacy of our members and other individuals who we deal with. This privacy policy explains how we collect, use and disclose personal information from time to time.
- 1.2.** We are required by the Privacy Act 1988 (Privacy Act) to comply with the Australian Privacy Principles (APPs). The APPs regulate the manner in which personal information is handled throughout its life cycle, from collection to use, disclosure and disposal.
- 1.3.** We provide a health related service as defined in the Privacy Act to our members which requires us to obtain and store personal information that may also be sensitive information.

### **2. DEFINITIONS**

In this Privacy Policy:

- 2.1.** Personal information means information which includes details of an individual's racial or ethnic origin, religious or philosophical beliefs, employment record, criminal record or health / mental health information and/or other personal information that is 'sensitive information' as defined in the Privacy Act, and
- 2.2.** Permitted health situation means the collection by us of health information about an individual which is either necessary to provide a health related service to an individual or the collection is required or authorized by an Australian law other than the Privacy Act that is a 'permitted health situation' as defined in the Privacy Act.

### **3. KINDS OF PERSONAL INFORMATION WE COLLECT**

- 3.1.** We collect and hold personal information about members, relatives of members, job applicants, employees, prospective contractors, and students on work placement with us, volunteers and other individuals who come in contact with us.
- 3.2.** The kinds of personal information we collect may include your name, address, Date of birth, gender, Medicare number, Stoma Appliance Entitlement number, and other contact details, bank account details, credit and debit card details and information you obtain when you use our website, including which of our pages you have accessed.
- 3.3.** We may also collect sensitive information about you, including without limitation details of health and medical history in relation only to that related to type of ostomy surgery.

#### **4. MANNER AND PURPOSE FOR COLLECTING PERSONAL INFORMATION**

- 4.1.** We will generally collect personal information about you directly by way of forms and other documents submitted to us by you, correspondence you provide to us and telephone calls / meetings with you.
- 4.2.** Occasionally, we may collect personal information about members from their relatives (and vice versa) from Department of Human Services, Department of Veterans Affairs or other government agency.
- 4.3.** We will only use personal information for the following purposes unless otherwise required or permitted by law:
  - 4.3.1.** To provide access to stoma appliance items in accordance with the Stoma Appliance Scheme and related information
  - 4.3.2.** To fulfil our duty of care and legal obligations
  - 4.3.3.** For our promotion and information provision activities
  - 4.3.4.** If you are a job applicant or a potential contractor, to assess your suitability and (if successful) engage you and to assist with administering your employment or contract
  - 4.3.5.** For our internal management purposes
  - 4.3.6.** To manage our relationship with you and where applicable, to manage the payment and recovery of amounts payable to us by you.
  - 4.3.7.** To enable volunteers to work together and to keep such groups informed about matters concerning them; and
  - 4.3.8.** For other purposes which are reasonably necessary in connection with our objects and normal functions and activities.
- 4.4.** If we are unable to collect personal information relating to you, we may be unable to provide you with the services you require or continue our relationship with you.
- 4.5.** We will only use sensitive information for the following purposes unless otherwise permitted or required by law or unless we obtain your consent:

**4.5.1.** To provide services related to operation of the Stoma Appliance Scheme, to look after members' social well-being, to satisfy our legal obligations and to satisfy our duty of care; and

**4.5.2.** To assess whether it is appropriate for certain volunteers, students, job applicants and potential contractors to be on or about our premises or interact with members from time to time.

## **5. DISCLOSURE OF PERSONAL INFORMATION**

**5.1.** We may disclose personal information about you to following types of entities if required in connection with the purposes listed above:

**5.1.1.** Medical / healthcare professionals and people providing services to us for you;

**5.1.2.** Our contractors, advisers associates and related entities;

**5.1.3.** Any industry body, tribunal, court or otherwise in connection with any complaint made by you about us;

**5.1.4.** Government departments and agencies such as Department of Human Services, Department of Health and Department of Families and Communities; and

**5.1.5.** Other entities with your consent or as permitted or required by law.

**5.2.** We will not disclose your health related information to entities such as health providers or health reporting bodies without your consent.

**5.3.** We will not disclose your personal information to recipients located overseas.

## **6. HOLDING INFORMATION**

We hold personal information in paper form and electronic form. We have in place steps to protect the information we hold from misuse, interference and loss and from unauthorized access, modification or disclosure.

## **7. HOW TO OBTAIN ACCESS TO YOUR PERSONAL INFORMATION**

- 7.1.** You may obtain access to personal information which we hold about you by contacting us using the contact details set out below. If you request that we provide you with copies of your personal information, we may require you to verify your identity and specify what information you require;
- 7.2.** If you make a request for copies of your personal information held by us we will endeavour to provide you with such personal information as soon as reasonably practicable. There may be occasions when access to personal information we hold about you is denied including where the release of the requested information would have an unreasonable impact on the privacy of others.

## **8. ACCURACY OF PERSONAL INFORMATION**

While we will endeavour to ensure that the personal information collected from you is up to date, accurate and complete, we will assume that any personal information provided by you is free from errors and omissions. You may request that we update or vary personal information that we hold about you using the contact details set out below.

## **9. DIRECT COMMUNICATIONS**

From time to time we may use your personal information to provide you with materials in relation to services we have available. If you would not like to receive direct materials from us you may notify us using the contact details set out below.

## **10. HANDLING COMPLAINTS**

- 10.1** If you are of the view that we have breached the Australian Privacy Principles (APPs), the privacy Act or any related privacy code in dealing with your personal information, you may make a complaint by writing to us using the contact details set out below.
- 10.2** When we receive a complaint, we will endeavour to provide you with confirmation as to how we propose to deal with the complaint as soon as reasonably practicable.
- 10.3** If you are not satisfied with our response to your complaint, you may make a complaint to the Office of the Australian Information Commissioner by visiting the following website and following the steps: <http://www.oaic.gov.au/privacy/privacy-complaints>

## 11. **COOKIES**

A cookie is a data file that a website transfers to your computer. This enables the website to track the pages you have visited. A cookie only contains information you supply. It cannot read data on your computer. Our website uses cookies. You can set your browser to refuse cookies, however, this may mean you are unable to take full advantage of our website.

## 12. **ANONYMITY and PSEUDONYMS**

You have the option of not identifying yourself or using a pseudonym when dealing with us unless we are required by law or a court / tribunal to deal with individuals who have identified themselves or it is impractical for us to deal with you if you have not identified yourself.

## 13. **VARIATION OF POLICY**

We may vary the terms of this privacy policy from time to time to take account of new laws and technology, changes to our functions and activities and to ensure it remains appropriate.

## 14. **CONTACT US**

Please direct all enquiries or complaints regarding your personal information or privacy to:

The Secretary  
PO Box 79  
Torrensville Plaza SA 5031

Or email [info@ileosa.org.au](mailto:info@ileosa.org.au)