

## Privacy.

### **Uniting WA is committed to keeping personal and sensitive information private.**

The personal and sensitive information we collect is managed in accordance with the Australian Privacy Principles, and the Privacy Act 1988.

This brochure explains, in general terms, what sort of personal or sensitive information Uniting WA holds, and why we hold it, and how it is collected, used and disclosed.

This brochure does not apply to personal or sensitive information that is exempt under the Privacy Act.

### **What is personal information?**

Any information which identifies, or could identify, an individual, such as their:

- Name
- Address
- Date of birth
- Health or medical information
- Family details.

### **What is sensitive information?**

Sensitive information refers to personal information that is deemed 'sensitive' in nature, including information about an individual's:

- Racial or ethnic origin
- Political opinions / memberships
- Religious beliefs or affiliations
- Philosophical beliefs
- Professional memberships / trade associations
- Sexual orientation
- Criminal record.

### **How is information collected?**

Uniting WA only collects information that directly relates to the organisation's operations (such as the provision of services, or the employment of workers).

Wherever possible, personal information is collected directly from the individual.

Occasionally, information may be collected from a third-party, such as a family member or substitute decision-maker, a health service provider or a referring / related organisation.

### **How is information handled?**

Uniting WA takes all reasonable steps to keep personal information secure, and to protect it from misuse, interference, loss, unauthorised access, modification or disclosure.

Uniting WA ensures appropriate systems, policies and procedures are in place to provide a secure environment for the information we hold.

Uniting WA ensures appropriate processes exist if there is a breach of privacy, including communicating any breaches to relevant stakeholders.

Uniting WA securely retains all personal information we collect for the appropriate duration of time, as required by statutory and contractual obligations.

Where information held by the organisation is covered by the Freedom of Information Act 1982, this information is managed in line with the provisions of the Act.

If you encounter personal information that you don't think should have been shared with you, please notify our Privacy Officer as soon as possible via: [privacyofficer@unitingwa.org.au](mailto:privacyofficer@unitingwa.org.au)

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### When can my information be shared?

Personal information is not shared by Uniting WA unless:

- Requested by the individual concerned (or chosen representative)
- For emergency purposes, such as medical emergencies, which pose risk or harm to the individual, or others
- There is a legal obligation to do so.

### How can I request information?



By completing the Request for Information Form available at:

[www.unitingwa.org.au](http://www.unitingwa.org.au)



By emailing our Privacy Officer:

[privacyofficer@unitingwa.org.au](mailto:privacyofficer@unitingwa.org.au)



By phone, to organise a time to speak with our Privacy Officer:

**1300 663 298**



By post, addressed to:

**Privacy Officer**

Uniting WA

GPO Box B74

Perth WA 6383

### What happens next?

#### Acknowledge

Our Privacy Officer will acknowledge your request as soon as possible (within business hours), via the contact information provided.

#### Follow up

Proof of identification may be required to process your request. Our Privacy Officer will contact you for further information or clarification, if necessary.

#### Complete

Our Privacy Officer will notify you of any outcomes, within 30 days from the initial receipt, unless otherwise communicated.

For more information, visit  
[www.unitingwa.org.au/privacy](http://www.unitingwa.org.au/privacy)

