

SUBEE Pty Ltd

Privacy Statement

Our commitment

Subee is committed to maintaining the privacy of our clients and confidentiality of their personal information gathered as part of service delivery.

We are bound by the Privacy Act and the Australian Privacy Principles.

The following are key points of our Privacy Policy and Procedure. For a full copy of our policy please contact our Head Office using the contact form on the website or calling 02 6651 3153 between 8.30am and 4.30pm, Monday to Friday.

To find out more about the 13 Privacy Principles themselves and the Act go to <http://www.oaic.gov.au/>.

Subee commits to full transparency in how, and for what reason, information is collected, stored and destroyed. This includes access, correction and complaints.

Why we collect information

Subee will only collect personal and/or sensitive information that directly supports service delivery.

- **Personal information** is defined as information which directly or indirectly identifies a user of the service, including family members.
- **Sensitive information** is defined as information or opinion regarding racial or ethnic origin, religious beliefs or affiliations, philosophical beliefs, sexual preferences or practices, criminal record, political opinions or affiliations and professional affiliations as well as health and genetic information (The Privacy Act 1988).

Types of information we will collect

In all instances individuals must consent to the collection of information.

Types of information we will typically collect include:

- Name
- Date of birth
- Gender
- Contact information and addresses
- Health diagnosis
- Details of Allied Health professionals who support you
- Carer/friends and family or living arrangements information
- Your daily goals, lifestyle information (for care plans)
- Your (de-identified) opinions and feedback on our services via anonymous surveys

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Consent and sharing

Where possible we will collect information directly from you, or, if consent is clearly granted by you, from a carer or advocate. Sometimes we will be asked to provide information to government agencies. In these instances all information is de-identified and will fall within the principles. We will only share information with third parties with your informed consent or, in the case of an emergency, when to not share information would endanger you or someone else. A case manager will discuss informed consent with you as part of the care plan process.

If you are referred to us by a third party service provider, as a health provider or government agency, they are also bound by the Australian Privacy Principles.

Use of information for direct marketing

We use this information to collaborate with you on care plans, goal setting and identifying supports and services. In the rare situation where we conduct direct marketing (newsletters, information flyers and the like) we will never use your sensitive information and you will always be given an option to opt out of receiving material. In general, you can do this by using the contact form on the website or phoning Head Office.

We will never share your personal (or sensitive) information with another party for marketing purposes.

Security of information

All information is stored securely on a network with password access. Subee does not maintain paper files. All Subee staff sign a confidentiality agreement as part of their employment conditions.

Access and corrections

We will fully comply with a request to access your own information, as stipulated within the Privacy Principles. Please submit requests in writing via the contact form on the website, addressed to the Operations Manager; send by post to PO Box 1872, Coffs Harbour NSW 2450; or, email mick@subee.com.au. We will respond within 30 days at the most. If we deny access it will be within the Privacy Principle guidelines and you will be advised in writing so you can appeal. There is no fee involved in accessing your own information.

You also have the right to correct any errors in your collected information by following the process above.

Privacy Breaches

If you have a complaint about a breach of your privacy please call Head Office on 02 6651 3153 and ask for the Operations Manager or use the contact details above. If you are unhappy about the resolution we encourage you to contact the NSW Privacy

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Commissioner and/or the Australian Privacy Commissioner. Links to both are maintained on the Subee website.

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