

PRIVACY POLICY

This policy outlines how iCare Connections collects, uses and discloses personal information of our participants and relevant stakeholders.

iCare connections is committed to keeping your personal information private and your confidentiality is respected.

iCare Connections complies with the Privacy Act 1988 (Commonwealth), the Australian Privacy Principles and relevant State-based privacy laws at all times.

This policy document applies to all iCare Connections employees and/or contractors who may have access to private and/or confidential information.

Purpose

iCare Connections collects, maintains and uses your personal information to assist us in providing you with quality and relevant services in a safe environment to meet your needs, and initiate appropriate referrals for your needs, or to meet any obligations and duty of care under applicable laws and standards.

iCare Connections ensures all individuals that impart information to us are treated with dignity and their right to privacy and confidentiality is respected.

How do we collect your personal information?

Generally we collect your personal information directly from you.

We will do this:

- in person;
- over the phone; and
- via online interactions, including through our website, email, mobile and social media such as Facebook.

At other times, wherever reasonable and practicable to do so, in a lawful and fair manner, we may collect information from third parties, such as a carer, advocate, guardian or other services you are linked in with. This will generally only occur with your consent.

If there is an emergency situation or we are concerned about the safety and welfare of you or anyone else, or if required by law, we may collect personal information without your consent. Wherever possible we will collect information from you directly, unless it is unreasonable or impracticable to do so.



Information collected

Any information, or an opinion that could be used to identify you, is considered personal information.

We collect the personal information that you share with us, such as your name, address, age or date of birth, telephone number, email address and sensitive information related to your health, including clinical documentation, records of service contacts, registration to programs, clinical information and medical history for allied health services, financial situation, needs and objectives, employment details and history.

The choice and control over the level of information you provide to us remains with you. If you want to participate in our services, we require certain information from you in order to provide you with those services. You have the right not to disclose personal information to us. However, this may limit our ability to provide you with the services you have requested.

In certain situations, you may have the option to interact with us anonymously, to feel more comfortable in these interactions with us. For example, if you contact us by telephone with a general question, we will not ask your full name unless we need it to answer the question.

Your Rights to Privacy

If you choose to commence with our services, you will be asked to give your consent for us to keep information about you and the services you use. This information is kept private and secure; only the people who work with you are able to see it. When this information is no longer needed by iCare Connections it is destroyed using legal guidelines.

You will also be asked for your consent if:

- Staff refer you to a service outside of iCare Connections
- A staff member wishes to talk to a member of your family, a carer, a friend or an emergency contact
- A staff member needs to speak with NDIA in relation to your plan and progress

iCare Connections staff do not need your consent in the following situations:

- If they seek secondary consult from a clinical or medical professional involved in your care about the best service for you
- If they are concerned about your health, safety or wellbeing
- If a court of law asks for information about you
- If a legal guardian asks for information about the iCare Connections services you access

Withdrawing consent

A person may withdraw or change the consent for release of information, at any time, by emailing iCare Connections at manager@icareconnections.com.au.



Use and disclosure

Personal information will only be used or disclosed by iCare Connections in compliance with relevant laws and this privacy policy. If you are a current customer, we may use your personal information to contact you, via SMS, email or telephone, to talk about our services and gauge your satisfaction.

Generally we will only disclose personal or sensitive information to a third party when you give permission to us to do so. Personal information is not transferred or shared with organisations outside of Victoria.

Information may be disclosed as required by law, for example, reporting of assault, abuse, neglect, or where a court order is issued. Where an individual is incapable of giving or communicating consent, disclosure may occur if it is necessary for the provision of appropriate care or treatment to the individual; or for compassionate reasons. The information disclosed is limited to the information that is reasonable and necessary to achieve either of these two purposes. Disclosure would not occur if it were contrary to an individual's wishes expressed before that individual lost the capacity to give or communicate consent.

We will also disclose personal and/or sensitive information for a purpose directly related to us providing you with NDIS services, when we are required to by law or the terms of a funding agreement, to meet specific duty of care obligations, or for a law enforcement purpose, such as the Know Your Customer requirements of the AML/CTF.

It is a requirement of the NDIS that we submit regular reports on our performance, which may include information about the characteristics of people using our services. General information is also used to help improve the overall quality of our services. Any information provided to the NDIS, or used for research and evaluation purposes, is done in a way that protects your privacy.

When you cease to be a customer of iCare Connections, any personal information which we hold about you is maintained for the relevant periods and then destroyed as required by law.

Accessing and correcting personal information

You have the right to request to see all of the information that iCare Connections has relating to you and your services. You can ask for access or correction by 'contacting us', where we will respond as soon as possible. If we refuse to give you access to, or correct, your personal information, we will notify you in writing setting out the reasons.

It is important to iCare Connections that all personal information we hold is accurate, up-to-date, complete, relevant and not misleading. When iCare Connections becomes aware of an error, either directly from you or in some other way, we will take all reasonable steps to correct personal information we hold as soon as possible.



A review of personal information is undertaken annually, as a minimum. As information changes or becomes obsolete, it is the participant/carer/advocate/guardians responsibility to contact iCare Connections immediately. To ensure the information is communicated accurately, it is best to inform us of all changes in writing via email at manager@icareconnections.com.au.

Data reports

iCare Connections is required to provide government departments such as the Victorian Department of Health and Human Services and the National Disability Insurance Agency (NDIA) information to plan and monitor how services are run. No information that will identify you as an individual is shared.

Data Quality and Security

iCare Connections is committed to ensuring that all personal and sensitive information is kept secure. iCare Connections ensures all information held by us is protected from misuse, loss, unauthorised access and disclosure.

Only authorised personnel are granted access to your information and additional privacy measures, such as password protection and locked cabinets, are employed to protect sensitive information.

The iCare Connections website uses cookies. When you access our website, we may send a 'cookie' (a small summary file containing a unique number) to your computer. This allows us to track site visits and website usage.

The iCare Connections website also uses Google Analytics. This service does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

The following non-personal information is automatically recorded by iCare Connections web server for statistical and system administration purposes:

- your server address;
- your top level domain name (e.g. .com, .au, .gov);
- the date and time of your visit to the site;
- the pages you accessed and downloaded;
- the address of the last site you visited;
- your operating system; and
- the type of browser you are using.

Please note

We may make changes to this Privacy Policy from time to time. The most current version will be posted on our website.



If you have any privacy concerns, please contact the Manager at iCare Connections:

M: 0490 184 979

E: manager@icareconnections.com.au

www.icareconnections.com.au



Diversity and Inclusion