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Email: booksymmetry4560@gmail.com

Web: www.symmetrysupports.com.au

PRIVACY POLICY

SYMMETRY SUPPORTS values your privacy and takes reasonable steps to protect personal information (that is, information that identifies or may reasonably be used to identify you) received from participants, families, volunteers, employees, service providers, sponsors and community partners.

This privacy policy has been created in order to disclose SYMMETRY SUPPORTS information gathering and dissemination practices. SYMMETRY SUPPORTS is bound by the Privacy Act 1988 and Australian Privacy Principles as well as other applicable laws protecting privacy, including State and Territory health information legislation.

By providing personal information to us, you consent to our collection, use and disclosure of that personal information on the terms of this Privacy Policy and any other contractual or other arrangements that apply between us (if any).

Definitions

Personal Information

Information or an opinion about an identified individual, or an individual who is reasonably identifiable. Examples of personal information that we collect may include: names, addresses, email addresses and phone numbers. This personal information is obtained in many ways including face to face contact, by phone, social media messaging and by email, via our website and from third parties.

Sensitive Information

Information or an opinion about an individual's: health information; racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual orientation or practices; or criminal record.

What personal information do we collect and why?

SYMMETRY SUPPORTS only collects personal information from you that is necessary for us to perform its functions. The types of personal information SYMMETRY SUPPORTS collects, and purposes of collecting that information, include:

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Providing services to participants – SYMMETRY SUPPORTS collects participants, and, if required, their family members' names, addresses and other contact details, date of birth, other information about our clients' needs and circumstances records of communication and as otherwise required in order to provide our services and communicate with our participants. Subject to SYMMETRY SUPPORTS obtaining the relevant individual's consent, this information may include health information about the individual. Digital images or videos of participants may also be collected if required for service provision and if consent is given

The following responsible persons may, depending on the circumstances of a participant, be treated as being able to act on a client's behalf for the purposes of this privacy policy and the collection, use and disclosure of personal information:

- a guardian, parent, carer or other person responsible for the care of the participant;
- someone with a general Power of Attorney or a Power of Attorney which includes health-related power;
- a person recognised under a law as responsible for any aspect of the care or welfare of the participant which is relevant to something SYMMETRY SUPPORTS does or intends to do; and
- a person nominated in writing by the participant while the participant is capable of giving consent.

Support workers and volunteers – SYMMETRY SUPPORTS may collect support workers and volunteers' names, addresses and other contact details. We will also retain records of communication with these individuals, as well as other personal information about our current and potential supporter workers and volunteers. This would only be for the purpose of encouraging, recording and acknowledging their support and to communicate with them about SYMMETRY SUPPORTS and our activities. Support workers and volunteers may choose to have their names and addresses removed from our database by contacting us.

Assisting with your queries - you may choose to provide us with your name or other contact details when you contact us so that we can respond to your requests for information about SYMMETRY SUPPORTS services or operations.

Conducting our general business activities – SYMMETRY SUPPORTS collects personal information about individuals who are contracted to, or are employed by, our suppliers (including service and content providers), contractors and agents for our general business operations.

Applying for a position (as a volunteer or employee) with SYMMETRY SUPPORTS - we may collect your personal information, including name and contact details, information about your working history and relevant records checks when you apply for a position with us in order for us to assess your suitability for that or other positions.



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Website use – SYMMETRY SUPPORTS collects aggregate, anonymous data that our websites use to analyse trends, administer the websites, diagnose problems on sites' servers, track user's movement, gather broad demographic information for aggregate use and to help improve the quality of the web pages. Such data may include your domain name or your IP address. None of this information can reasonably be used to identify you.

How do we collect personal information?

Generally, we collect information directly from the relevant individual. Sometimes, we may need to collect information about a participant from a third party, such as a parent, carer, guardian or other responsible person. We will do this if the participant has consented for us to collect the information in this way, or where it is not reasonable or practical for us to collect this information directly from the participant (such as in an emergency, because the participant is not able to provide the information required or where collection in this way is a reasonable and efficient way to collect the information without inconvenience to the participant).

How do we use and disclose personal information?

Where an individual has provided consent, we use and disclose personal information we collect to:

- provide and improve our services to our participants
- allow exchange of information between service providers with whom SYMMETRY SUPPORTS deals or who provide care, services or support of any kind and SYMMETRY SUPPORTS;
- assess the adequacy of, and our participants and their family members' level of satisfaction with, our services
- our general business activities, including interacting with contractors and service providers, billing and invoicing

We will not share any of your personal information with third parties without your consent except:

- if we are required by law or we believe in good faith that such action is necessary in order to comply with law, cooperate with law enforcement or other government agencies, or comply with a legal process served on the company (including other service providers or insurers) or court order;
- the disclosure of the information will prevent or lessen a serious and imminent threat to somebody's life or health;
- to our contractors, service providers and volunteers only to the extent necessary for them to perform their duties to us.



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How secure is your personal information?

We regard the security of your personal information as a priority and implement a number of physical and electronic measures to protect it. SYMMETRY SUPPORTS will ensure that:

- Personal information is protected from misuse, loss, unauthorised access, modification or inappropriate disclosure;
- Personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure;
- Electronic data is kept within secure network storage and ensure that staff may only access that data which is necessary to perform their role.
- When the personal information is no longer needed for the purpose for which it was obtained; SYMMETRY SUPPORTS will take reasonable steps to destroy or permanently de-identify that information.

We remind you, however, that the Internet is not a secure environment and, although all care is taken, we cannot guarantee the security of information you provide to us via electronic means.

Accessing and correcting your personal information

Generally, you have the right to access the personal information we have about you. SYMMETRY SUPPORTS will handle requests for access to personal information in accordance with the Privacy Act. To request access to your personal information, please contact SYMMETRY SUPPORTS using the contact details at the end of this Privacy Policy.

When you request access, we will take measures to verify your identity. If you would like a copy of personal information that we have about you, in order to verify your identity, please send the request to us in writing.

If you believe your personal information held by us is inaccurate, incomplete or out of date, you may contact SYMMETRY SUPPORTS to request we correct that information. In most cases, we will amend any inaccurate, incomplete or out of date information.



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Your sensitive information

Without your consent, we will not collect information about you that reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, membership of a professional or trade association, membership of a trade union, details of health, disability, sexual orientation, or criminal record. Sensitive information will only be collected if it is specifically required for operational purposes.

This is subject to some exceptions including:

- the collection is required by law
- when the information is necessary for the establishment, exercise or defence of a legal claim

Making a complaint

You may make a complaint about our handling of your personal information, including if you think we have breached the Privacy Act, by contacting SYMMETRY SUPPORTS in writing, by email, or mail to the contact information set out at the end of this privacy policy. The complaint will be managed in accordance with SYMMETRY SUPPORTS Feedback and Complaints Procedure and we aim to resolve your complaint within 35 days from when your request was made. If we are not able to resolve your complaint, you may wish to contact the Office of the Australian Information Commissioner at the details set out below; this service will be able to provide you with information about your other options.

Legislation & Standards Compliance

- Privacy Act 1988
- Australian Privacy Principles
- Queensland Information Privacy Act 2009

Enquiries

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0405 266 285

If you want to obtain additional information on your privacy rights and how you can enforce them, you can visit the website of the Office of the Australian Information Commissioner at: www.privacy.gov.au or www.oaic.gov.au