

PRIVACY STATEMENT

Part A – About This Privacy Statement

Neighbourhood Central Offices, Website and Social Media Sites

Neighbourhood Central's offices and website are operated by the Parkes & District Neighbourhood & Community Information Centre Inc., trading as Neighbourhood Central, as a service provider to various Commonwealth and State Government funding bodies. The website provides trusted and up to date information, resources and services relating to aged care, families, disability and the community.

This Privacy Statement applies to all Neighbourhood Central's offices and the website (accessible at www.pinc.com.au).

What are our privacy obligations?

The privacy obligations that apply to the operation of Neighbourhood Central's offices and website concern the collection, use, disclosure and storage of personal information.

In dealing with personal information, Neighbourhood Central is subject to the Privacy Act 1988 (Cth) and any applicable State privacy laws.

Part B – Our Personal Information Handling Practices

What personal information do we collect and hold?

We may collect your name, address, date of birth, information about your illnesses, symptoms, disabilities and information required to provide you with a service.

The types of information we collect and hold includes (but is not limited to) personal information and health information about clients, and personal information about its employees and contractors.

You can always choose to deal with Neighbourhood Central anonymously (or by providing a pseudonym) in which case your details will not be subject to privacy laws. If you wish to remain anonymous when dealing with Neighbourhood Central, please advise the worker assisting you.

If you identify yourself, we will usually collect your name, age, gender, contact details, some medical history, your symptoms, and, if relevant, your ethnic background and sexual orientation.

We may also record information about services to be provided to you in the future or your wishes about the future provision of services.

You may be required to provide your postcode when using the search function on the Website in order to locate services near you. We may also collect sensitive information about you (e.g. health information), but will only do so in accordance with privacy law.

We usually collect information directly from you when you use our services or when you send us an email, fax, letter or complete a form. We sometimes collect personal information from a third party, for example from services such as My Aged Care, a residential aged care facility, an Occupational Therapist, someone who is managing your care or from your family members that contact us on your behalf. If someone calls on behalf of another person, we collect the caller's name and contact details.

All interactive consultations with Neighbourhood Central are recorded in a database or in paper form. We may collect your personal information if you provide that information when contacting us. For example, if your email address contains personal information, we will record your email address when you contact us by email.

We have processes in place to ensure that our records of your information remain accurate, complete and up to date, including by verifying the information with you each time you use our services or from other sources.

Some records are retained for up to 25 years as is usual with health information.

If the information is no longer required by us for any purpose for which it was collected and is no longer required by law to be retained by us, we will destroy or de-identify the information.

What may we do with your personal information?

We collect, hold, use and disclose personal information for the following purposes:

- The provision of information on, and supporting access to, relevant support and care services;
- Maintenance of service specific client records to improve service delivery and appropriate information sharing, including referrals, by aged care providers, disability service providers, family workers, assessment workers and health professionals;
- Providing its services, conducting its business and communicating with you;
- Matching service delivery data with health information for service improvement;
- Compilation and analysis of statistics; and
- Complying with its legal obligations.

We may use your personal information to make a follow up call to you for feedback on your satisfaction with the service you have received.

We will generally not disclose your personal information to anyone except as described in this Privacy Statement, where you consent to a particular disclosure, or where the identifying data can be removed.

Where a client permits or has authorised another person to conduct their affairs (such as a spouse or guardian), is unconscious, incapacitated or a minor, we deal on their behalf with the person responsible for their welfare.

There may be other disclosures where:

- you would reasonably expect the disclosure to occur (for example, quality assurance purposes, training and the purpose of enhancing Neighbourhood Central services);
- we are authorised or compelled by law to disclose;
- it will prevent or lessen a serious threat to someone's life, health or safety or a threat to public health or safety;
- it is necessary as part of the establishment or defence of a legal claim;
- it is requested by an enforcement agency such as the police; or
- it is a necessary part of an investigation following a complaint or incident.

When we disclose your personal information to third parties, we make all reasonable efforts to ensure we disclose only relevant information and that it is accurate, complete and up to date.

We will not sell or rent your personal information to anyone and will not transfer your information unless you ask us to do so.

When Neighbourhood Central uses contractors to perform services (for example, web services or the disposal of confidential documents), they are required under contract to work according to their obligations under the Privacy Act 1988 (Cth) as a party to a Neighbourhood Central contract and to treat personal information they may see with care and confidentiality.

How do we protect your personal information?

We have systems and procedures in place to protect your personal information from misuse and loss, and from unauthorised access, modification or disclosure.

Part C – Our Website and Social Media

This part of our Privacy Statement explains the type of information that is collected via the website and social media sites such as Facebook, and how such information is used and under what circumstances and to whom it may be disclosed.

Website and social media users are advised that there are inherent risks in transmitting information across the internet, including the risk that information sent to or from a website or social media site may be intercepted, corrupted or modified by third parties. If you have any security concerns, or if you wish to provide personal information by other means (e.g. by telephone or paper), you may contact Neighbourhood Central using the contact details set out at the bottom of this Statement.

Can I remain anonymous in using the Website?

Yes, the website can be used without the need to disclose personal information.

It is important to realise that all information on the website is accessible without the need to register your personal details.

What personal information does Neighbourhood Central collect from website users?

We do not collect your personal information when you only browse our website.

We will only record your email address in the event that you send us an e-mail or you register for our email newsletter or notification services.

Your e-mail address will only be used for the purpose for which you have provided it and will not be added to any mailing lists without your prior consent. We will not use or disclose your e-mail address for any other purpose without your consent, unless it is otherwise in accordance with the Privacy Act 1988 (Cth).

You can unsubscribe to our newsletter and notification services at any time by following the prompts on our website or by contacting us on the contact details set out at the bottom of this statement.

Does the Website use cookies?

A "cookie" is a small file supplied by us and stored by the web browser software on your computer when you access the website. (An explanation of cookies can be found at the website of the Australian Information Commissioner at www.oaic.gov.au.)

When you visit our website we may collect certain information such as browser type, operating system and the website visited immediately before coming to our site.

We may analyse this non-identifiable website traffic data (including through the use of third party service providers) on an aggregated basis to improve our services and for statistical purposes.

The website makes records of your visits and logs the following information for statistical purposes:

- the user's server address;
- the user's top level domain name;
- the date and time of access to the site;
- pages accessed and documents downloaded;
- the previous site visited; and
- the type of browser software in use.

No attempt will be made to identify anonymous users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Internet Service Provider's log files.

The website uses Google Analytics, a web analytics service provided by Google Inc. (Google). Google Analytics uses cookies to help analyse how users use the Website. Google Analytics anonymously tracks how users interact with the website, including where they came from, what they did on the website and whether they completed any transactions on the website.

The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of compiling reports on the website activity and providing other services relating to the website and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of the website. By using the website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Our website has links to other websites not controlled or owned by us. We are not responsible for these sites or any consequence of your use of those sites. We recommend that you review the privacy statements of those external websites so that you can understand their privacy practices. We are not responsible for the privacy statements or practices of external websites.

Part D – Queries, Concerns and Further Information

How do we ensure that the personal information we hold is accurate and how can I access the information held about me?

We have measures to ensure that the information we hold about you is accurate, complete and up to date before acting on it. If you learn that personal information we hold about you is inaccurate, incomplete or not up to date you should contact us so that your information can be promptly updated.

If you wish to see what information we hold about you, you can ask for a copy of it. Sometimes it may not be possible to give you a copy of the information if it was provided anonymously, if it contains details about other people, or if it would be unsafe to provide the information in that it may lead to harm being done to another person.

If we refuse to provide you with access to your record or to update your record in the way you request, we will provide you with written reasons.

If we refuse to correct or update your information, you may request that we make a note on your record that you are of the opinion that the information is inaccurate, incomplete, out of date, irrelevant or misleading, as the case may be.

We will not charge you for lodging a request for a copy of your personal information but you will be asked to pay a reasonable fee for the work involved in providing you with this

information and for associated costs such as photocopying. You will be notified of any likely costs before your request is processed.

What if I have a complaint?

If you have a privacy complaint or concern, especially if you think your privacy has been affected or you wish to complain about our refusal to update or grant access to our records of your personal information, you should contact us as detailed below for an examination of your complaint. If after that you are still unhappy you can complain about a privacy matter to the Australian Information Commissioner. See www.oaic.gov.au for how to make a complaint.

Does Neighbourhood Central change its policies on privacy from time to time?

We may update this Privacy Statement from time to time. To see the most current Privacy Statement, please look at our website www.ncentral.org.au or contact us directly.

How can you contact us?

Email: eo@ncentral.org.au

Phone: 02 6862 3757

Facsimile: 02 6862 5045

Postal address:

The Privacy Officer
Neighbourhood Central
80-82 Currajong Street
Parkes NSW 2870