



Privacy Policy Statement

Your privacy is very important, and all information collected will be handled responsibly. Livable is committed to protecting and upholding the right to privacy of customers, employees, volunteers, governing body, and representatives of agencies we deal with. In particular, Livable is committed to protecting and upholding the rights of our customers to privacy in the way we collect, store, and use information about them, their needs and the services we provide to them.

Livable requires employees, volunteers, and governing bodies to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

Livable will ensure that:

- It meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of customers and organisational personnel
- Customers are provided with information about their rights regarding privacy
- Customers and organisational personnel are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature
- All employees, Governing body and volunteers understand what is required in meeting these obligations
- It will adhere to all requirements imposed under the Privacy Act 1988, including the requirements imposed by the Privacy Amendment (Notifiable Data Breaches) Act 2017, to strengthen the protection of personal information.

This policy conforms to the Privacy Act (1988) and the Australian Privacy Principles which govern the collection, use and storage of personal information.

Definitions

APP's – Australian Privacy Principles (January 2014)

The Privacy Act defines '**personal information**' as:

'Information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a. whether the information or opinion is true or not; and
- b. whether the information or opinion is recorded in a material form or not.

Sensitive Information – Information or an opinion about an individual’s racial or ethnic origin, political opinion, membership of a political association, religious beliefs, memberships of professional or trade associations, sexual preferences or practices, criminal record, medical/health information.

Collecting personal information

Only necessary/relevant information will be collected, and this information will only be shared with your consent. Our privacy protocols are in accordance with all relevant standards or our regulatory bodies; NDIS Practice Standards, Aged Care Quality Standards, National Practice Standards, Privacy Act

Information will be collected, used, and disclosed for the following purposes:

- To assess your health needs and support service goals.
- To establish and maintain contact with you.
- To remind you of upcoming appointments, event and or services.
- To communicate with your other relevant treating health care providers (where required) to ensure support services are provided to you effectively and safely.
- To allow us to effectively follow up for treatment, care, and billing.
- To invoice/claim for services and supports provided.
- To comply with funding body reporting requirements.
- To comply with all regulatory and legal requirements including court orders, statutory requirements to advise authorities of child abuse and reporting diseases and individuals who may be an imminent threat to harm themselves or others
- To communicate with you about a product or service you may be interested in

How Livable collects personal information

Livable will collect information through forms completed and information provided to us by our clients, website visitors and staff such as assessment forms, job applications, payroll related forms, event and workshop registration details, website forms and government forms associated with the delivery of our services. Information is also collected via online third-party applications including event and workshop registrations via Eventbrite, opt-in e-mail campaigns via Mailchimp, surveys via SurveyMonkey, feedback form via Microsoft Teams, donation form via JotForm, website payment options through Square and social media platforms such as Facebook, Instagram, LinkedIn and YouTube.

Livable's website may collect analytics data such as your computer's IP Address, browser type, browser version, the website pages you visit, the time and date of your visit, the time spend on those pages, unique device identifiers and other diagnostic data. We also use cookies and similar tracking technologies to track your activity on our websites that will help us improve our service delivery. If you leave a comment on our website, you may opt-in to save your name, email address and mobile number in cookies. This is for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

Our website may contain links to other websites which are outside our control and are not covered by this Privacy Policy.

Confidentiality for Clients

All Livable employees who come in contact with your personal information are aware of the sensitive nature of the information that you have disclosed to us. They are trained in the appropriate use and protection of your information.

Disclosure of Personal Information

Livable may disclose your personal information for any of the purposes for which it is was collected, as indicated under clause 6 of this policy, or where it is under a legal duty to do so.

Disclosure will usually be internally and to related entities or to third parties such as contracted service suppliers.

Before Livable discloses personal information about you to a third party, Livable will take steps as are reasonable in the circumstances to ensure that the third party does not breach the Australian Privacy Principles in relation to the information.

Access to Personal Information

If Livable holds personal information about you, you may request access to that information by putting the request in writing and sending it to the Manager. Livable will respond to any request within a reasonable period, and a charge may apply for giving access to the personal information.

There are certain circumstances in which Livable may refuse to grant you access to the personal information. In such situations Livable will give you written notice that sets out:

- the reasons for the refusal; and
- the mechanisms available to you to make a complaint.