

Onemda Privacy

Onemda is committed to respecting your privacy. We are required by Law to protect any personal information we collect about you.

Collecting your Information

The amount and type of personal information we collect from you and hold about you will vary depending on how you deal with us. We will do our best to tell you why we are collecting your personal information. Wherever possible, we collect information directly from you or your nominated representative(s) rather than from third parties. However, there may be circumstances in which we need to collect your information from other people or organisations.

If we collect personal information about you from a third party, we will take reasonable steps to contact you and ensure that you are aware of the circumstances surrounding the collection and purposes of its use. If you have provided us with information about another person, then you need to tell that other person that you have done so, and that they have a right to access their information.

Using and Disclosing Your Information

We cannot use or disclose your personal information unless it is required, authorised or permitted by law. All Onemda staff and volunteers understand that they are legally obliged to keep your information confidential.

We only use your personal information for the main purpose(s) that we need it, or a directly related purpose. This may include:

- Complying with laws and regulations including the National Disability Insurance Agency, Medicare, the Department of Social Services, the Department of Health & Human Services, and the Australian Taxation Office
- To meet Onemda's governance requirements
- Administering our services and supports, including carrying out organisational functions such as administration, training, accounting, audit and information technology
- To keep you up to date with important information about the services you receive from Onemda
- Inviting you to participate in surveys, events, research projects and activities
- Resolving complaints

From time to time, specific consent to share and disclose your personal information will be sought for activities including Quality Assurance audits, research projects, media purposes, and community events.

There are specific circumstances in which we will make your personal information available to other people. This may include:

- There is a serious or imminent threat to someone's life, health, safety or welfare
- There is a serious or imminent threat to public health, safety and welfare
- A formal agreement exists in relation to information or data sharing between parties
- In circumstances permitted under Privacy Legislation eg Court orders
- Consent is gained from the person or the person's representative

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You may change or withdraw your consent at any time by contacting us, in writing by emailing onemda@onemda.com.au

Keeping your information up to date

We do everything we can to make sure that the information we hold about you is accurate, complete and up to date. The Public Records Act requires us to hold some records for extended periods. We do not keep information longer than we need to. You may make changes to your information at any time, by contacting us in writing.

You can ask us for access to the information that we hold about you at any time. For security purposes, we ask you to put your request in writing. Generally, we will give you full access to your personal information within a reasonable timeframe and in the manner requested by you. However, there may be some circumstances when this is not possible, including where:

- We no longer hold or use the information
- Providing access would have an unreasonable impact on the privacy of others
- Providing access would be unlawful

If we do not provide you with access to all of your personal information, we will tell you the reason why we have not been able to do so.

Storing and Protecting your Information

We take all reasonable steps to ensure that your personal information is securely stored and protected. These steps include password protection for accessing our computer systems, securing paper files in locked cabinets and physical access restrictions to buildings where information is held. Our staff and authorised external users can access only those systems and the personal information that their duties require.

Unfortunately, there are inherent risks in the management of personal information and we cannot and do not guarantee that unauthorised access to your personal information will not occur. Any suspected infringements of privacy are thoroughly investigated. We have prevention strategies to identify any weaknesses in our procedures and systems and continually review these strategies. If any breaches in privacy are confirmed, we will take disciplinary action.

Any questions?

If you have any questions in relation to privacy or need to contact the Privacy Officer, please contact us at onemda@onemda.com.au.

You can also seek further information and advice from the Office of the Australian Information Commissioner by calling **1300 363 992**.