

OSTOMY TASMANIA

PRIVACY POLICY

POLICY STATEMENT

Ostomy Tasmania (the Organisation) is committed to protecting the privacy of personal information which the organisation collects, holds and administers. We respect employee privacy and the privacy of our clients.

Ostomy Tasmania recognises specific obligations under the Australian Privacy Principles (APPs) contained in the Commonwealth *Privacy Act 1988*, which govern the way in which we collect, use, disclose, store, secure and dispose of your personal information. The Australian Privacy Principles can be accessed at <http://www.privacy.gov.au/law/act/app>. The APPs also allow individuals to access their own personal information and have it corrected if it is wrong. Ostomy Tasmania has adopted nine of the ten APPs as part of our standard operating procedures, however we are unable to fully adopt APP #8 (*Anonymity – wherever it is lawful and practicable, individuals must have the option of not identifying themselves when entering transactions with an organisation*). Ostomy Tasmania must specifically identify and verify the eligibility of all individuals wishing to claim ostomy appliances from the Federal Government's Stoma Appliance Scheme.

What is personal information and why do we collect it?

Personal information is information or an opinion that identifies an individual. Examples of personal information we collect include: names, addresses, email addresses, phone numbers, medicare numbers and information related to your eligibility under the Stoma Appliance Scheme. This personal information is obtained in many ways including face-to-face, correspondence, by telephone and facsimile, by email, via our website and from third parties. We don't use cookies. We do not guarantee website links or the policies of authorised third parties.

We collect client personal information for the primary purpose of providing our services to clients. We may also use personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. Clients may request to be unsubscribed from our mailing lists at any time. If Ostomy Tasmania is unable to

collect sufficient personal information from or about an individual, it may not be possible to provide our services to that individual.

When we collect personal information we will, where requested and where possible, explain to clients why we are collecting the information and how we plan to use it. We will ensure that all personal information collected is handled in a uniform manner and that the highest regard is taken for maintaining its security at all times. The information will be used by Ostomy Tasmania for administering client membership of the association and the Stoma Appliance Scheme, supplying products that are ordered, providing clients with information about stoma products and support services and providing clients with information about how to access these products and services.

Sensitive Information

Sensitive information is defined in the *Privacy Act 1988* to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religions or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Examples of sensitive information that may be collected by Ostomy Tasmania include information related to a client's stoma including the type of stoma and record of products used. Sensitive information will be used by Ostomy Tasmania only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose;
- with client consent, or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect client personal information only from the client. However, in some circumstances we may be provided with information by third parties (such as medical professionals or family members). In such a case we will take reasonable steps to ensure that our client is aware of the information provided to us by such a third party.

Disclosure of personal information

Client personal information may be disclosed in a number of circumstances including the following:

- third parties where the client consents to the use or disclosure; and
- where required or authorised by law.

Ostomy Tasmania may from time to time disclose some client personal information to Commonwealth departments and agencies in the course of our normal operations. This will be done in accordance with the provisions of the *Privacy Act 1988* for the purpose of access to the Stoma Appliance Scheme and otherwise as required by law. Commonwealth departments and agencies are also subject to Information Privacy Principles that are designed to safeguard client personal information.

The ordering or collection of equipment by health professionals, carers, relatives or friends of clients will be considered as implied consent for Ostomy Tasmania to disclose the information necessary to enable the correct product(s) to be supplied and issues or queries resolved.

Ostomy Tasmania is unlikely to disclose your personal information to overseas recipients.

Security of personal information

Personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Client access to personal information

APP #6 provides clients with the right to access personal information which is held about them and to update and/or correct it, subject to certain exceptions. If a client wishes to access their personal information, this request should be made in writing. Ostomy Tasmania will not charge a fee for the access request, but may charge an administrative fee for providing a copy of a client's personal information. In order to protect personal information we may require identification before releasing such information.

Maintaining the quality of personal information

An important part of Ostomy Tasmania's service is to ensure that client personal information is up-to-date. APP #3 provides that we take reasonable steps to make sure that personal information is accurate, complete and up-to-date. It is important that clients advise us at the earliest opportunity of any changes to their personal information so that records can be updated.

Further enquiries

This Privacy Policy is available at our office to any client who requests it. Any queries about how Ostomy Tasmania handles personal information can be directed to the Manager.

If any client is concerned that their personal information may have been handled incorrectly, this should be referred to the Manager.