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## Privacy Policy

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| Policy number | 101 | Version | 2 |
| Approved by Management Committee on | | | 9/12/2024 |
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### 1. Introduction

Ostomy Tasmania (the Organisation) is committed to protecting the privacy and confidentiality 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* and the Personal Information Protection Act 2004 (Tasmania) which govern the way in which we collect, use, disclose, store, secure and dispose of your personal information. The APPs allow individuals to access their own personal information and have it corrected if it is wrong. Ostomy Tasmania has adopted twelve of the thirteen APPs as part of our standard operating procedures, however we are unable to fully adopt APP #2 (*Anonymity and pseudonymity – Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym).* Ostomy Tasmania is required by the Australian Government to collect personal information about you when you apply for participation in the Stoma Appliance Scheme. We may also collect personal information about you which is reasonably necessary to deliver our support services to you.

**What is Personal Information and why do we collect it?**

Personal information is information that identifies you as an individual. Examples of personal information we collect may include your name, address, email address, phone number(s), IP address, device information, Medicare information, Department of Veterans Affairs information, Centrelink concession information and information related to your participation in the Stoma Appliance Scheme or as a user of our services. This personal information is obtained in many ways including via our membership application form and the Stoma Appliance Scheme registration form, face-to-face, correspondence, by telephone and facsimile, by email, via our website, through order placement, through your online portal account if applicable and via third parties that work collaboratively with us (for example: a referring hospital or another stoma association). 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 you (including the issuing of ostomy products via the Stoma Appliance Scheme) and for delivering information and support to you. 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. Communication may be sent by email to the email address provided by you (or your representative) or by mail to your postal address. If we are unable to collect sufficient personal information from or about you, it may not be possible to provide our services to you. You may request to be unsubscribed from our mailing lists at any time by contacting us by telephone to 03 62280799, by email to [admin@ostomytas.com.au](mailto:admin@ostomytas.com.au) or by letter to PO Box 280, MOONAH Tas 7009.

When we collect personal information we will, where requested and where possible, explain to you 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.

**What is Sensitive Information and why do we collect it**

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 your 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 your consent, or where required or authorised by law.

**Cookies**

Cookies are small data files stored in your device’s memory that do not, of themselves, identify individuals personally. We do not use cookies on our website but cannot guarantee the policies of websites linked to our website or the policy of authorised third parties.

We do collect your IP address and device information if you have an online portal account with us and you access this account. The purpose for this collection is to assist us with operational difficulties or to support issues with our services. This information does not identify you personally.

**Third Parties**

Where reasonable and practicable to do so, we will collect your personal information only from you. 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 you are aware of the information provided to us by such a third party.

### 2. Disclosure of personal information

Ostomy Tasmania will not disclose your personal information except where you have provided your consent, where you would reasonably expect us to do so for the delivery of our services to you, or where we are required or authorised to disclose your personal information by law. Examples of when we may disclose your personal information include when:

* a permitted health situation exists in relation to the use or disclosure of the information by Ostomy Tasmania to your Stomal Therapy Nurse or Medical Professional;
* we are required to disclose your information for purposes related directly to your eligibility to receive stoma products funded by the Stoma Appliance Scheme
* you ask us to communicate with another organisation on your behalf (e.g. Centrelink, Department of Veterans Affairs, another Ostomy Association)
* you ask us to contact an ostomy product supplier on your behalf to arrange for a direct delivery order, a product sample or any similar ostomy product matter than can only be dealt with directly with the supplier.

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 issued or queries resolved.

Ostomy Tasmania is unlikely to disclose your personal information to overseas recipients or for the purposes of direct marketing.

**Security and storage of personal information**

We hold personal information in both hard copy and electronic formats. Paper files are stored securely onsite in a manner that reasonably protects them from misuse, interference, loss, unauthorised access, modification or unauthorised disclosure.

When storing your personal information electronically, we use a secure server using the latest SSL (secure sockets layer) encryption technology.

The steps we take to ensure personal information that we collect and hold electronically is protected from misuse, interference and loss, as well as unauthorised access, modification and disclosure include:

Website protection measures (such as encryption, firewalls and anti-virus software;

Access restrictions to our computer systems including the mandatory use of multifactor authentication where available;

Staff training and implementation of workplace policies and procedures that cover confidentiality and privacy, and access, storage and security or information.

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, some personal information is required to be kept by law and will be stored by us in a secure manner for the mandatory retention periods.

**Access to your personal information**

You have a right to access the personal information we hold about you and/or correct it, subject to certain exceptions. Should you wish to do this , please make your request to us in writing. In order to protect your personal information you will need to provide photo identification.

**Maintaining the quality of personal information**

It is an important part of providing our service to you that your personal information is up to date and we will take all reasonable steps to make sure that this is so. It is important that clients advise us at the earliest opportunity of any changes to their personal information so that records can be updated.

### 3. Notification of a Data Breach

If we become aware of unauthorised access to or loss of your personal information, we will promptly notify you, investigate the cause, do our best to remedy any consequences and tell you what steps we have taken to prevent a recurrence.

### 4. Further enquiries/complaints

This Privacy Policy is available at our office and on our website to any client who requests it. It may change from time to time.

If you have a complaint about how we collect or handle your Personal Information, please contact us by email to [admin@ostomytas.com.au](mailto:admin@ostomytas.com.au) or by letter to PO Box 280, MOONAH Tas 7009. We will treat any complaints about privacy seriously and will be our best to respond to you within seven days of receiving it. If you are unhappy with our response you can refer your complaint to the office of the Australian Information Commissioner.