



# Privacy Policy

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## 1. Purpose

The purpose of the privacy policy is to specify how Independent Living Assessment Incorporated (41 266 326 832) will collect, hold, use and disclose your personal information and how you can contact us about your personal information or how you can make a complaint if you believe there has been a breach of your privacy.

Independent Living Assessment Incorporated (“iLA”) is a not-for-profit organisation that provides independent information, navigation, and capacity building initiatives in the Aged Care and Disability sectors. We collect, hold, use and disclose personal information that is reasonably necessary for the purposes of delivering services to our clients.

## 2. Who this policy applies to

This policy applies to anyone who provides personal information to iLA and anyone who has access to personal information we hold such as employees, volunteers, suppliers or contractors. In this policy, reference to “iLA” or “we” means Independent Living Assessment Incorporated.

## 3. Policy statement

iLA is required to comply with the Privacy Act 1988 and the Australian Privacy Principles obligations. iLA has policies and procedures in place that ensure compliance with the legislation for both personal and sensitive information including health information.

## 4. Principles

### a. Collection of Information

iLA is committed to respecting the privacy of all individuals and uses open disclosure when handling personal information (including sensitive and health information).

iLA collects personal information relevant to the provision of our services, support, quality assurance, record keeping and accounts purposes, continuous improvement, complaints and incident management and to inform you of products and services in which you may be interested.

Wherever possible we will collect personal information directly. Sometimes it may be necessary to collect personal information from a third party who is legally permitted to disclose it (for example, a carer, family member, allied health professional or general practitioner). If this occurs, we will take reasonable steps to make sure the client is aware of the purpose for which the information was obtained and how it will be used and disclosed. Other care providers or health and aged care assessment bodies may also share personal information with iLA when they refer a client for service.

We may collect the following personal information:

#### **Clients and Prospective Clients**

- contact details (name, address, email, phone);
- personal details (date of birth, citizenship, country of birth, residency, visa information); and
- health information.

### Employees, Volunteers and Job Applicants

- contact details (name, address, email, phone);
- personal details (date of birth, citizenship, country of birth, residency, visa details);
- emergency contact information;
- qualifications, experience, driver's license;
- bank account information;
- Working with Children Check, Police Clearance and/or NDIS Worker Screening Check; and
- health information.

#### **b. Health Information**

To provide a service to you, iLA may need to collect your health information. This could include your medical history, care plans, medications and information about healthcare professionals involved in your care.

#### **c. Consent**

Wherever possible, iLA must gain consent from clients to collect, store, use and disclose their information prior to recording it and details of the consent provided must be recorded against the individual client's file in the respective database or secure portal. Consent may be given in writing, digitally or verbally and consent as noted in this procedure means either express or implied consent. That is consent that is given explicitly, or consent which can be reasonably inferred in the circumstances from the interactions between the organisation and the individual.

In certain circumstances iLA may not be able to obtain consent before collecting personal information. These circumstances may involve clients not being able to communicate consent to us for reasons which may include age, cognitive impairment, or other illnesses. In these circumstances, iLA may be limited in how it can collect, use, and disclose personal information, and will only do so in accordance with the Privacy Legislation.

If clients are not able to provide consent, the Privacy Legislation allows us to obtain consent from a legal guardian or attorney or someone else who is entitled to act on their behalf. Similarly, if a client cannot give consent for any reason, the Privacy Legislation also allows Indigo to disclose personal information in limited circumstances if the disclosure is necessary to enable the provision of appropriate care or treatment.

#### **d. Use and Disclosure of Personal Information**

iLA will only collect and use your information for the purpose of which it was collected. iLA will take reasonable steps to keep your personal information confidential. iLA employees will not disclose your personal information with a third party, without your consent unless required by law or iLA believes that you or someone else will be harmed. iLA does not store personal information overseas, all information is stored in Australia.

iLA may disclose personal information with other parties including:

- health and aged care assessment bodies;
- health professionals involved in your care;
- government departments and agencies;
- suppliers;
- regulatory bodies;
- attorneys or guardians;
- referees;
- credit agencies;
- third-party providers to facilitate a service or function (online payment facilities);
- professional advisors, lawyers, accountants, insurers and auditors.

With your consent, iLA may use your personal information to contact you regarding services or products that may be of interest to you. If you no longer want to receive these communications, call iLA on (08 6202 4700) or email [quality@ilaustralia.org.au](mailto:quality@ilaustralia.org.au).

As part of our commitment to continuous improvement, we regularly review, trial and evaluate new products, services and models of care. With your consent, iLA may share your deidentified data with our Quality and Research partners.

**e. Releasing Images or Personal Information for Publicity**

iLA publishes promotional material to raise awareness of our services and to provide information to the public. Some of the material may include photos, video recordings and sound recordings. iLA will obtain consent before using any images or recordings of you.

**f. Access to and correction of your personal information**

Under the *Privacy Act 1988*, you have the right to access to and make changes to the personal information that iLA holds. Requests should be made in writing to iLA's Quality Team (details below). We will respond to your request within 10 business days after the request is received. Indigo will request proof of identity when any requests to access or change information is received.

iLA does have the right under the Act to refuse requests to access or make changes to personal information. If this occurs, iLA will advise you in writing explaining the reasons the request has been refused.

**g. Security of Personal Information**

iLA stores your personal information in both electronic and physical paper form. Due to the nature of the internet, we cannot guarantee that electronic information stored is totally secure. We are committed to protecting your information from unauthorised access and/or use and take reasonable steps to protect it.

**h. How to Contact Us**

If you have any questions about this policy or your personal information or require a copy of this policy in an alternate format, please contact us as per the below:

**Email:** [quality@ilaustralia.org.au](mailto:quality@ilaustralia.org.au)

**Mail:** iLA, Level 2, 7 Tully Road, East Perth, WA 6004

**Phone:** (08) 6202 4700

**i. Complaints**

If you have a complaint about the way we have collected, used or disclosed your personal information or a potential privacy breach you have the right to make a complaint. iLA will investigate and respond to your complaint, usually within 30 days. If you are not satisfied with our investigation and subsequent response you are entitled to refer the matter to the Office of the Australian Information Commissioner via an online form, in a letter or fax. Full contact details can be found on their website [www.oaic.gov.au](http://www.oaic.gov.au)

### 4.10 Changes to Privacy Policy

This policy may be amended, modified or replaced from time to time. The latest version will be published on our website.

### 5. Definition

<b>Health information</b>	Health Information has the meaning provided in the <i>Privacy Act</i> (Cth) and includes: <ul style="list-style-type: none"> <li>• information or an opinion about the health or a disability of an individual;</li> <li>• an individual’s expressed wishes about the future provision of health services to him or her;</li> <li>• a health service provided, or to be provided, to an individual; and</li> <li>• other personal information collected to provide, or in providing a health service.</li> </ul>
<b>Personal information</b>	Personal information has the meaning provided in the <i>Privacy Act 1988</i> (Cth) which is “information or an opinion (including information or an opinion forming part of a database), whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.” Personal information includes sensitive information and health information.
<b>Privacy Legislation</b>	All privacy legislation that applies to iLA and includes the <i>Privacy Act 1988</i> (Cth).
<b>Privacy Principles</b>	The Australian Privacy Principles set out in Schedule 1 of the <i>Privacy Act 1988</i> (Cth).
<b>Sensitive information</b>	Information or an opinion about an individual’s racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual preferences or practices; or criminal record.

### 6. Governance

<b>Associated procedures/ documents</b>	ILA-BRD-POL-0107 Privacy Procedure_iLA iLA Privacy Collection Statement
<b>Related legislation</b>	Privacy Act 1988
<b>Division</b>	Board
<b>Approval</b>	CEO
<b>Endorsement</b>	22/08/2018
<b>Owner</b>	Board
<b>Date effective</b>	August 2018
<b>Review date</b>	April 2025
<b>Version</b>	05/02/2020 - Policy amended to change from ILCWA to ILA V3 29/06/2023 – Review and Update

For advice and support please contact the Quality Lead at [quality@ilaustralia.org.au](mailto:quality@ilaustralia.org.au)