

YOUR PRIVACY AND CONFIDENTIALITY FACTSHEET

Relationships Australia Tasmania (RA Tas) respects your right to privacy and is committed to safeguarding the personal information you provide to us.

What personal information is collected about me?

There are certain personal details that we collect and record in order to be able to provide you with a quality service. Some of these details are collected as part of a holistic assessment process and others need to be collected as part of an arrangement with our funding body. The details collected may include:

- Identifying information about you (your name, date of birth etc.)
- Your contact information (address, telephone number)
- People to contact in the event of an emergency
- Relevant details about your circumstances
- Information requested by our Funding body, as required

RA Tas will only collect the personal information that is reasonably necessary to provide a quality service.

How is my personal information used?

Your personal information is primarily used by our organisation for the purpose for which it was collected, to assist RA Tas in providing a service relevant to your circumstances.

How is my personal information stored?

While you may sign some papers or forms, your personal information is stored in secure electronic format on our client data management system. Some services use paper files that are locked in a secure filing cabinet.

As services expand and the use of internet or cloud based technology increases there will be other third party services RA Tas may choose to access to assist in managing data and improving our services to clients.

If you wish to know more about the storage of your information, feel free to request a copy of the Privacy and Confidentiality Policy.

How long is my information kept for?

In accordance with our funding and contractual requirements all information collected is kept on file for the entire contract period. Once your service has ended your information is saved in digital format for 25 years. Paper files are archived and kept for 7 years for adults and 25 years for children & young people.

Who has access to my personal information?

In most cases, your RA Tas practitioners will be the only people accessing your information.

RA Tas's funding bodies may require us to demonstrate continuous quality improvement and safety activities in accordance with service delivery standards. In order for audits to be conducted there are times when external auditing parties will request to view files to ensure that the correct processes are being followed and correct documents are being used. The auditors do not read file notes or personal information. If you are not happy for your file to be used for this purpose you need to tell us. You are under no obligation to authorise your file to be used for this purpose.

Do you disclose my personal information to any other services or agencies?

RA Tas are required to provide non-identifying data to our funding body. We will seek your written consent before providing non-identifying information.

Limitations of Confidentiality

Confidentiality is strictly maintained. However, RA Tas has a duty of care to protect their clients and those close to them. RA Tas are therefore mandated by law to report risk of harm to self or others as well as instances of current child abuse or neglect or risk of child abuse or neglect.

Your consent

If we gain your consent to share your information we will ask that you sign a 'Consent to Share Information' form declaring your consent. This form will include the person/agency/service that your information will be shared with. There are some extreme circumstances in which your personal information may be shared without your consent these are outlined in the Privacy Act 1988.

How can I access and make any corrections to my personal information?

If you would like access to any of your personal information you will be requested to complete a 'Request for Release of Information Form'. Only information directly related to you can be accessed, any information recorded about other people will not be released. If your access to any personal information is denied, you will be provided with written notice of the reasons for denying access.

Contacting RA Tas

For further information about how RA Tas manages your personal information, please request a copy of our *Privacy and Confidentiality Policy*. The most up to date version of the *Privacy and Confidentiality Policy* reflecting any amendments that may have been made is available on the RA Tas website.

If you have any questions, comments or if you wish to give feedback or make a complaint about how we handle your personal information, please do not hesitate to contact us on 1300 364 277 or email admin@reltas.com.au. Alternatively you can contact the Office of the Australian Information Commissioner on 1300 363 992 or email enquires@oaic.gov.au.