PRIVACY POLICY

SHIFT
ACCESSIBLE HOMES

Regarding matters of privacy, SHIFT follows the Australian Privacy Principles outlined in the Privacy Act 1988 and subsequent amendments.

Retained Information

SHIFT will collect personal information (including sensitive information) about customers, donors, potential donors, and workers that is necessary to conduct the organisation's business. This may include name, contact details, medical history, treatment case notes, next of kin, carers/guardians, places of education, date of birth, health identifiers, personal situation, nature of disability, and funding.

This information will only be collected with the individual's consent.

Personally identifiable information will be held in a combination of paper copies and within electronic systems, as is most appropriate to operations. Systems will have well-managed security access policies relevant to individual worker roles.

Accessing Personal Information

Personally identifiable information will only be provided to the individual to whom the information relates or their legal guardian. SHIFT reserves the right to deny access to information held about an individual or redact content in the following circumstances:

a) Where disclosure may present a threat to the health or safety of any individual or public health or safety.
b) Where disclosure may unreasonably impact the privacy of others.
c) Where disclosure relates to pending or existing legal action between SHIFT and the individual.
d) Where disclosure may reveal commercially sensitive information.
e) Where disclosure of specific information is unlawful or would prejudice enforcement proceedings.

Third Party Disclosure

SHIFT will never disclose personally identifiable information to any third party, either locally or overseas, for any purposes other than the following:

a) Required by law to disclose information to a government agency.
b) Required by the courts to disclose information.
c) Agreed by SHIFT and with the consent of the individual to disclose information to a third party.
d) Where the information is otherwise publicly available.

A register will be maintained that documents all circumstances where disclosure has been made under this section of the Policy.

Direct Marketing

SHIFT will not use personal or sensitive information about an individual for direct

marketing purposes without the individual's prior knowledge.

At any point, individuals can opt out of receiving direct marketing materials.

Correction of Information

SHIFT may at any time determine to amend personal information where it has been identified as being incorrect.

The individual or legal guardian may request that changes be made to their personal information if it is considered incorrect or misleading.

To do so, please contact our Customer Engagement Team by telephone (08) 6282 1900 or email info@shifthomes.org.au

If SHIFT chooses not to amend the information as requested, it will provide the requester with reasons for the refusal. In this event, the requester may thereafter request that a statement regarding the correction be appended to the record.

Where corrections are made to held information, SHIFT will take all reasonable steps to notify any relevant third parties of such corrections, within the bounds of the Third-Party Disclosure section of this policy.

Privacy Complaints

All complaints regarding a breach of the Australian Privacy Act and/or its principles or this policy are to be submitted to the Chief People & Risk Officer. All complaints will receive a response.

Complaints can be lodged at no cost to the complainant.

Data breach / Unauthorised access

In the event of a data breach / unauthorised access to personal and sensitive information that is likely to result in serious harm to the individual, SHIFT will notify affected individuals promptly by either telephone, SMS or email.

Where it is not practicable to notify individuals or SHIFT is unable to successfully contact individuals, a copy of the data breach statement sent to the OIAC will be published on the SHIFT Accessible Homes website, www.shifthomes.org.au.