



Privacy Statement

PROTECTING YOUR PRIVACY

Chorus collects, stores, uses and distributes a range of information that is defined as both personal and sensitive by the Privacy Act 1988 and the supporting Australian Privacy Principle. Chorus is committed to protecting the privacy of your information and this statement defines how Chorus has implemented these Principles.

Chorus collects personal and sensitive information through email and direct communication with you, both solicited and unsolicited. Wherever solicited information is collected, information about the Chorus Privacy Policy will be provided.

Chorus takes reasonable steps to protect the information we hold from misuse, interference, loss and from unauthorised access, modification or disclosure. Chorus will take steps to ensure personal and sensitive information is accurate, complete and up to date and we will archive and/or dispose of all records securely when they are no longer needed.

WHY DOES CHORUS COLLECT PERSONAL AND SENSITIVE INFORMATION?

Chorus collects, holds and uses personal and sensitive information, when it is reasonably necessary for us to have that information to help us plan and deliver safe and effective services for you.

Chorus may also use your personal information for quality assurance, reporting and service improvement purposes, however your identity will not be disclosed in these circumstances.

You have the right not to provide personal or sensitive information, however withholding information might mean we are not able to satisfactorily fulfil our obligations to you.

WHAT INFORMATION DOES CHORUS COLLECT?

Chorus will only collect information which we need to provide you with the best services. When you become a customer of Chorus the following information will may be collected:

- your name and address;
- your date of birth;
- your emergency contacts;



chorus.org.au | 43 Planet Street Carlisle WA 6101 | 1800 264 268

Chorus Australia Limited

ABN: 45 616 910 564

- your GP contact details;
- details of your current and past health; and
- other information which we need to provide you with safe services.

If you are not able to give us this information yourself, we may need to collect it from someone else who is legally able to give the information to us.

We will keep a record of the services we provide to you and will add new information to your record every time you receive services from us.

HOW IS YOUR INFORMATION STORED AND PROTECTED?

Chorus will record and update information about you in hard copy and electronic form. We will store this information securely. Where possible your information will be stored in Australia, on occasion Chorus may be required to store electronic information outside Australia. If we do this, we will take reasonable care to ensure that the overseas agency protects your personal information in a secure way.

We have strict policies regarding who may see your personal information, including a Confidentiality Policy which requires all staff and contractors to keep your personal information confidential.

WHO ELSE MIGHT HAVE ACCESS TO OR RECEIVE INFORMATION ABOUT YOU?

Chorus works closely with other agencies and contractors help us facilitate and coordinate services and may give your information (by telephone, fax or email) to:

- government departments and agencies who provide us with funding;
- emergency Services; (including ambulance, police, fire brigade) who may be called upon to assist during the delivery services; and
- assessment bodies.
- other contracted organisations and businesses.

Where Chorus provides your information to other agencies we will ensure they hold privacy standards equivalent to our own. Chorus will not provide your information to any other organisation for the purposes of that organisation's direct marketing.



ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION

Under the Privacy Principles (subject to some exceptions), you have a right to access and copy personal information which Chorus holds about you. You also have a right to ask Chorus staff to correct personal information which is inaccurate, incomplete or out of date.

If you would like access to your personal information held by Chorus or have a complaint about how we manage your information, please put your request in writing and send it to:

The Chief Executive's Office
Chorus
PO Box 2114
Carlisle WA 6101

Data Breach Notification

In the event your personal or sensitive information is lost or accessed by unauthorised parties, Chorus will determine the impact to you and will appropriately notify you and the Office of the Australian Information Commissioner as soon as reasonably practical.



chorus.org.au | 43 Planet Street Carlisle WA 6101 | 1800 264 268
Chorus Australia Limited
ABN: 45 616 910 564

Reference Number	Approval date	Revision due
EXEC: INFO: 0001	13/02/2020	13/02/2022