



# 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;

## **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 You also have a right to ask Chorus staff to correct personal information, which is inaccurate, incomplete, or out of date.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.



# Consent to Disclose Information

Please provide the Chorus Privacy Statement to the customer before completing.

Customer/Carer/Advocate Name: \_\_\_\_\_

I \_\_\_\_\_ DOB: \_\_\_\_\_  
(name)

of \_\_\_\_\_  
(address)

have read the Chorus privacy statement and give my consent for Chorus to disclose and/or receive personal information from:

- Carer       Family       Friend \_\_\_\_\_
- GP  Specialist  Hospital  Allied Health Team  Chemist  Community Mental Health
- Community Housing Provider  Department of Housing  Rental Estate
- Department of Communities  Advocate
- NDIA  NDIS Support Coordinator  Plan Manager  NDIS Behaviour Support Practitioner
- My Aged Care  Other \_\_\_\_\_
- Photo to be taken and used in publications

Additional instructions about what information can't be shared: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I understand that I can change may revoke this consent at any time and undertake to advise the service of any such change in writing.

This authority takes effect from (date) \_\_\_\_\_ and replaces any previously advised arrangements. This authority is to cease (date) \_\_\_\_\_ or until otherwise advised.

Customers /Carer/Advocate (Circle) Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Chorus Staff Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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