

Privacy

Chorus is committed to protecting the privacy of your information:

- We collect personal and sensitive information through email and direct communication with you, both solicited and unsolicited.
- We collect, store, use and distribute a range of information that is defined by the *Privacy Act 1988* (and the supporting Australian Privacy Principle) as both personal and sensitive.
- We take all reasonable steps with the information we hold to protect it from misuse, interference, loss, unauthorised access, modification or disclosure.
- We take steps to ensure your personal and sensitive information is accurate, complete and up to date.
- We dispose of all records securely when they are no longer needed.

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Why does Chorus collect personal and sensitive information?

- We collect, hold and use personal and sensitive information when it is reasonably necessary for us to have that information to help us plan and deliver your services.
- We may also use your personal information for quality assurance, reporting and service improvement.
- You have the right not to provide personal or sensitive information; however, not sharing that information with us might mean we're not able to satisfactorily fulfil our obligations to you.

What information does Chorus collect?

Chorus will only collect information which we need in order to provide you with the best possible service.

When you become a Chorus customer the following information will be collected:

- your name and address;
- your date of birth;
- your emergency contacts;
- your GP contact details;
- details of your current and past health;
- other information we need in order to provide you with safe services.

If you are unable to give us this information yourself, we may need to collect it from someone else who is legally able to give us the information.

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 my 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 this information will be stored in Australia but, on occasion, Chorus may be required to store electronic information outside Australia (in which case we will take all reasonable care to ensure the overseas agency protects your information securely).
- We have strict policies about who may see your personal information, including a Confidentiality Policy that requires all staff and contractors to keep your personal information confidential.

Who else might have access to (or receive) my personal information?

Chorus works closely with other agencies and contractors who help us coordinate and deliver your services.

We may need to give your information (by telephone or by electronic means) to:

- government departments and agencies that provide us with funding;
- emergency Services (ambulance, police, fire brigade);
- assessment bodies;
- other contracted organisations and businesses.

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

Accessing and correcting your personal information

- With a few exceptions, under the Australian Privacy Principles you have the right to access and copy the personal information Chorus holds about you.
- You have a right to ask Chorus staff to correct personal information about you which is inaccurate, incomplete or out of date.
- To access the personal information about you held by Chorus, or if you have a complaint about how we manage your information, please put your request in writing 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.