



Privacy Statement

We (Xavier) recognize that your privacy is important and we are committed to protecting the personal information we collect from you. The purpose of this policy is to set how we collect, use, disclose, manage your personal information and protect your right to privacy.

We may provide services contracted by you or provide services to you which have been funded by third parties when We must comply with separate agreements with Commonwealth and Queensland Governments and agencies or other non-government funded services.

We provide a range of support and health services to individuals and families and often in settings you choose such as your home, child care centres, schools, and community settings such as hospitals, shopping centres, and recreation facilities.

The Privacy Act 1988 (Cth), Australian Privacy Principles (APPs), Information Privacy Act 2009 (Qld), and registered privacy codes govern how we must manage your personal information.

Types of Information Collected?

We may collect and hold personal information about you that can identify you, and is relevant to providing you with the services you are seeking. We may also collect and hold sensitive information about you, including information about your health. At times we may also request information from you to meet the specific requirements of the funding bodies when they fund the services provided to you.

The type and degree of information collected by Us are guided by the requirements of the particular service that We provide to you. The kinds of information we typically collect include: name, address, telephone number, email, date of birth, gender, family details and background, information about support networks, information about personal issues (including experiences and relationships), information about your health, wellness and medical history, government related identifiers (including but not limited to Centrelink and Department of Veterans Affairs details and Medicare number), bank account/credit card details, emergency contact, country of birth and any migration-related details related to work, qualifications, skills and experiences, driver's license details, contact details and feedback from referees, relevant criminal history screening as required, and any other information relevant to providing you with the services you are, or someone else you know is seeking.

For employees or contractors, we may collect contact details, personal details, details of previous employment or experience, qualifications, information and opinions from referees, and relevant criminal history screening where required.



Method of Collection

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. We may also collect personal information about you via CCTV or from third parties (for instance, medical professionals or a service delivery partner). In these cases, we take reasonable steps to notify you of the collection of personal information at the time or shortly after collection.

There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impracticable to collect personal information directly from you. We usually notify you in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected. This includes where:

- It is necessary to provide a health service to the client and the client would reasonably expect us to collect the health information for that purpose (for example, we may collect personal information about a client from the person responsible for the client, a medical professional, government agency or information from another disability support provider).
- We are authorised or required by the law;
- Collection is necessary to prevent or lessen a serious threat to the life, health, safety or welfare of a person and the relevant person is unable to consent
- Collection is necessary for relevant research, statistics, and management, funding or monitoring of a health service. This information can only be collected under certain circumstances

Purposes of Collection

The personal information that we collect and hold about you depends on your interaction with us. Generally, we collect, use and hold your personal information for the purposes explained at the time it is collected, or for the purposes to which consent has been given, or as otherwise set out in this Privacy Statement. These circumstances can include:

- providing a range of social and support services to you or someone else you know, including but not limited to allied health, plan management, direct support worker services, overnight respite, and nursing services.
- providing volunteering and student placement opportunities that support the delivery and promotion of our services;
- promoting our services by providing you with information about other services we offer that may be of interest to you;
- providing you with newsletters and information which may contain fundraising opportunities;



- providing you with the opportunity to meet other people and attend events and functions;
- facilitating our internal business operations, including the fulfilment of any legal requirements;
- analysing the delivery of our services and the ongoing planning, staffing and monitoring, and review of those services; and
- maintaining our relationship with you.

You may at any time opt-out of receiving direct marketing correspondence by contacting us using the details below, or by opting out using the process set out in the marketing material.

Sensitive Information

Sensitive information includes details about race, ethnicity, politics, religious or philosophical beliefs, sexual preferences, health, genetics, or criminal record. Generally, we will only collect sensitive information with consent unless the collection is required by law or to prevent or lessen a serious or imminent threat to the life or health of the person subject to the information. Sometimes we may collect sensitive information from someone close to a client who provides family or medical history or other relevant information to provide someone with a health service.

Failure to Provide Information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you (or they) are seeking.

Internet Users

If you access our website, we may collect additional personal information about you in the form of your IP address or domain name.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor the usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and any linked websites are not subject to our privacy policies or procedures.



Anonymity and using a pseudonym

You have the option to withhold personal information or use an alias when engaging with us.

In the majority of situations, this may result in a reduced capacity for us to provide services to you. In other situations, such as completing surveys and evaluation forms, general inquiries, or feedback, we may request your response be anonymous or you may request or choose anonymity or use a pseudonym. If you donate, we may need your information if you wish to obtain any tax deductions or to comply with relevant legislation.

Use and Disclosure

We only use and disclose personal information about you for the purposes for which it was collected (set out above), if you have authorised us to do so, for purposes related to our functions or activities, or as required by law. We may disclose personal information about you to:

- Our related entities to facilitate our and their internal business processes;
- Commonwealth and state departments/agencies which provide funding for our services;
- Government inquiries (for instance Royal Commissions);
- Third-party service providers, who assist us in operating our business (including information technology service providers), and these service providers may not be required to comply with our privacy policy. These service providers may be based overseas or use overseas infrastructure (including servers) in North America;
- Service delivery partners who work with us to deliver wrap-around or case-managed services to our clients;
- Contractors who manage some of the services we offer;
- Health and allied health professionals who provide specialist information to support the delivery of our services to clients;
- Regulatory and Statutory bodies that monitor safety matters relating to workplaces; and the safety of children and people with a disability;
- An Agency or enforcement body to protect a child from the risk of physical or psychological harm; to prevent or lessen a serious and imminent threat to life, health or property, or a person; and/or if matters are disclosed relating to serious criminal activity that has or is likely to occur;
- A court as required by a warrant, order, or notice;
- Quality Assurance bodies for monitoring service delivery standards;
- 'Substitute decision makers' or 'responsible persons' where a client is incapable of giving or communicating consent;
- Professional advisors including members of relevant councils;



- Referees of volunteers when determining the suitability of applicants; and
- Our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services and various promotions.
- During a declared state of emergency or disaster, where we reasonably believe that you may be involved in the emergency or disaster and the collection, use, or disclosure of personal information is for a permitted purpose.

In some circumstances, the law may permit or require us to use or disclose personal information for other purposes (for instance, where you would reasonably expect us to and the purpose is related to the purpose of collection).

We are not likely to disclose your personal information overseas. However, in cases where information is required to be disclosed overseas to fulfill our functions or activities and provide services to you, we take reasonable steps to ensure that the third party uses your personal information by our privacy policy and the Privacy Act.

No transmission over the internet is entirely safe or without risk.

Some countries may be exempt from complying with a law or binding scheme or are authorised not to comply, with part, or all of Australia's privacy or data protection laws, or may not have protections in place that provide similar protection as that provided under Australia's privacy laws. Where this is the case, there may not be mechanisms for you to take action against an overseas recipient of personal or sensitive information.

We only use and disclose sensitive information with your consent.

Security of your Personal and Sensitive Information

We have systems and procedures in place to protect your personal information from misuse and loss, and from unauthorised access, modification or disclosure.

We have processes in place to ensure that our records of your information remain relevant, accurate, complete, and up to date, which includes undertaking regular file audits.

We conduct a review of the personal information we have retained from time to time. We may destroy or permanently de-identify personal information if we have assessed that personal information is no longer being required.

We store your personal information in different ways including in paper and electronic forms. The security of your personal information is important to us. We take reasonable measures to ensure that your personal information is stored safely to protect it from



misuse, loss, unauthorised access, modification, interference, or disclosure, including electronic and physical security measures including:

- Locked storage of paper records;
- Authentication and password controls for electronic records; and
- Use of our managed devices and services (e.g. iPads, laptops, email) for transfer of personal information.

Regular audit and risk assessments are conducted to ensure the appropriate availability, integrity and confidentiality of personal information managed through our systems and programs.

Access and correction

You may request access to the personal information we hold about you, by making a written request. We will respond to your requests within a reasonable period (for instance, 30 calendar days) and you may be required to verify your identity. We may charge you a reasonable fee for processing your request (but not for requesting access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act 1988, including if giving you the information would unreasonably impact the privacy of others or would be unlawful. If we refuse access, we will provide you with a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If, upon receiving access to your personal information, or at any other time, you believe the personal information we hold about you is inaccurate, incomplete, or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete, and up to date. You are also encouraged to provide updated personal information to us as it changes. If we refuse to correct your personal information, we will provide you with a written notice that sets out the reasons for our refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to make a complaint. Upon request, we will also take reasonable steps to associate a statement with the personal information that the individual believes to be inaccurate, out-of-date, incomplete, irrelevant, or misleading.



Privacy Complaints

If you wish to make a complaint about a breach of the Privacy Act 1988, Australian Privacy Principles, or a privacy code that applies to us, please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

If you are not satisfied with the response that you have received from us you can complain directly to the Office of the Australian Information Commissioner.

If you have any queries or concerns about our privacy policy or the way we handle your personal information, please contact Us at:

Email address: admin@Xavier.org.au

Telephone: 1800 XAVIER ([1800 928 437](tel:1800928437))

Post: P.O Box 156, Coorparoo Qld 4151

For people with disability receiving support or service within the National Disability Insurance Scheme (NDIS) who wish to make a complaint about a breach of privacy, please contact the NDIS Commission Feedback and Complaints team using the following contact details:

Email address: contactcentre@ndiscommission.gov.au

Telephone: [1800 035 544](tel:1800035544)

Post: NDIS Commission Feedback, PO Box 210, Penrith, NSW, 2750.

Further Information

If you would like a copy of this privacy policy or further information, please use the following contact details:

Email address: admin@Xavier.org.au

For more information about privacy in general, you can visit the Office of the Australian Information Commissioner's website at www.oaic.gov.au or use the following contact details:

Phone: 1300 363 992

Post: GPO BOX 5218

Sydney NSW 2001