

HCO understands that your privacy is important to you and that you care about how your personal information is used. We respect and value the privacy of HCO workers, Clients, and others. We will only collect and use personal information in ways that are described in this privacy statement, in a way that is consistent with the rights of individuals and under the law.

HCO works from the principle that individuals have the right to know what information HCO may collect about them, how it is collected, why it is collected, where and how it is stored, who has access to the information, how we use it and to whom the information may be disclosed.

The information HCO collects

The kind of information HCO may collect and hold may include:

Personal information such as:

- name, address, telephone number, other contact details
- birth date, marital status, gender
- names and contact details of family members, legal guardians, nominees and significant others
- finance and banking details
- legal orders
- work and education history
- Centrelink information
- Medicare and health fund information
- photos, videos and images
- personal computer unique identifiers.

Sensitive information such as:

- racial or ethnic origin
- religious beliefs or affiliations
- sexual orientations or practices
- health information including that of a physical and psycho-social nature
- information about diagnoses and disabilities
- genetic information
- criminal record information

Collection of personal and/or sensitive information

HCO will collect information provided directly by the individual, their authorised representative or from another third party with the consent of the individual, or where applicable, their authorised representative.

Storage of personal and/or sensitive information

HCO may store information as a:

- digital record stored on its local servers
- digital record with a third party locally based data centre
- hard copy record/document stored at HCO head offices or HCO site office(s)
- hard copy record/document stored at a registered off site storage facility.

HCO will take all reasonable steps to secure and protect the information it holds and will restrict access in accordance with our legislative and regulatory requirements and HCO policies and procedures.

All HCO officers and workers are required to sign a privacy and confidentiality agreement.

HCO will take all reasonable steps to destroy or de-identify personal information no longer required in accordance with our legislative and regulatory obligations.

The purposes for which HCO may collect, hold, use and disclose personal and/or sensitive information

HCO may collect, hold and use our worker's personal and/or sensitive information for the primary purpose of employment or engagement as providers of disability services and supports.

HCO may collect, hold and use our Client's personal and/or sensitive information for the primary purpose of providing the services and support to our Clients as set out in their Service Agreements.

HCO may collect, hold and use contractors and suppliers personal information for the primary purpose established in individual arrangements to supply a service.

The circumstances in which HCO may disclose information to a third party

HCO will only disclose an individual's personal and/or sensitive information to a third party:

- where the information is related to the primary purpose for which the information was collected
- with the expressed consent of the individual or their legally appointed representative
- for a secondary purpose with the expressed consent of the individual or their legally appointed representative
- in a response to a medical emergency
- if required by law including:
 - duty of care where there is an immediate risk of harm, abuse or neglect
 - NDIS Quality and Safeguards Commission incident reporting
 - NDIS practice standards auditing and compliance
 - Child Protection mandatory reporting
 - a court or tribunal order
 - any relevant Royal Commission or parliamentary inquiry.

Access and correction of personal and/or sensitive information

HCO will provide any individual for who HCO has collected information, access to their information upon request and the ability to have the information corrected if required. Requests for access and correction will be facilitated by the HCO Privacy Officer who is the Manager of Quality, Safety and Risk who can be contacted by calling 8398 4400 or by emailing privacy@hco.net.au

Complaints

If an individual believes HCO has breached their privacy they should raise their concerns directly with the HCO Privacy Officer by calling 8398 4400 or emailing privacy@hco.net.au.

Individuals may also make a complaint to the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 if they do not wish to speak to HCO about a breach and/or are not satisfied with HCO's response.