



HOBART CITY MISSION

PRIVACY POLICY

Adopted by the HCM Board - 20/02/2008

HOBART CITY MISSION INC

PRIVACY POLICY

The Hobart City Mission Board (“the HCM Board”) respects the privacy of your personal information and abides by the Personal Information Protection Principles in the Tasmanian *Personal Information Protection Act* 2004.

This statement explains how HCM collects, holds, uses and discloses personal information and sensitive information. Personal information is any information or an opinion, in any recorded format, which identifies an individual. HCM will hold your personal information securely and not use it or disclose it otherwise than as set out in this statement, for a purpose you would reasonably expect, a purpose required or authorised by law, or a purpose disclosed to or authorised by you.

Collection of Personal Information

HCM is subject to certain legislative and regulatory requirements which require HCM to obtain and hold detailed information about you. HCM’s ability to provide you with a comprehensive service is dependent on HCM obtaining certain personal information including details such as:

- your name, address, date of birth, tax file number, sex, relationship status;
- employment details and history including the name of your employer, the date you commenced employment, your position and your employment capacity (full time or part time);
- your current financial details such as salary, contributions, Centrelink and other Welfare details and previous payment details; and
- health information including medical details for assessing benefits available to you.

This information may be collected from you. HCM may also receive personal information from other persons and organisations such as your employer, other charitable or Welfare Providers, medical practitioner or the Australian and Tasmanian Government Agencies.

Use of Personal Information

HCM will only collect, maintain and use personal information about you if it is necessary to provide the services you have requested. This includes:

- to maintain accurate records about your account, enabling benefit entitlements to be accurately calculated;
- complying with legislative and regulatory requirements;
- performing administrative functions including accounting, risk management, record keeping, archiving, systems development, training;
- providing information about a range of welfare products and services;
- to research and develop HCM services and products and maintaining and developing HCM's business systems and infrastructure.; and
- enabling HCM to provide you with information about our other products and services and products and services which may be of benefit to you.

Disclosure of Personal Information

HCM will not disclose your personal information to a third party unless:

- it is for the purpose for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure;
- you have consented to such disclosure;
- HCM has advised you of the third party to whom it would be disclosed (see further below); or
- to use or disclosure is authorised under law, or to comply with the law.

HCM may disclose your personal information to external welfare service providers, including but not limited to outsourced technology development and support services; auditors; lawyers; doctors; government agencies and in limited circumstances, other welfare/not for profit providers. Commercial and privacy agreements bind HCM's contracted service providers not to disclose your personal information to other parties or use it in any way not authorised by HCM.

Sensitive Information

HCM will not collect, use or disclose sensitive information (such as information about your health, racial or ethnic origins or political or religious beliefs) except as required and authorised by law, unless you authorise the collection, use or disclosure of the information.

Data Security and Storage of Your Information

HCM's security measures are consistent with Australian industry practice. HCM reviews security procedures from time to time and updates them as appropriate. Your personal information is generally held in your client file and may also be held in a computer database.

The HCM Board will take reasonable steps to ensure that your personal information held by HCM is protected from misuse, loss, unauthorised access, modification or disclosure. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential. All computer based information is protected through the use of access passwords on each computer. Data is backed up each evening and stored securely off site.

In the event you cease to be a client of HCM, any personal information we hold about you will be maintained in a secure offsite storage facility and in accordance with legislature requirements.

Access to Your Personal Information

You may at any time, by contacting HCM request access to your personal information. We will endeavour to provide you with access to your personal information within 14 days of receipt of your written request or 30 days when the request is more complicated. Access to the information will be provided either in the form of copies of the information or allowing you to inspect the information. We will, prior to providing access require you to provide evidence of your identity.

If we consider that there are grounds to deny access under the Personal Information Privacy Principles and we refuse your request for access, we will inform you in writing of the reasons for such refusal.

Data Quality & Accuracy

HCM will take reasonable steps, at all times, to ensure that your personal information is accurate, complete and up to date. In the event you become aware, or believe, that any personal information which HCM holds is inaccurate, incomplete or outdated, you may contact us with evidence the information is inaccurate, incomplete or out of date. If HCM agrees the information requires correcting, we will take all reasonable steps to correct the information

If HCM does not agree your personal information requires correcting, we will provide you with reasons for the refusal. On your request, we will take reasonable steps to ensure a notation is included with your personal information specifying the way in which you consider the information is incomplete, incorrect, and out of date or misleading.

Internet Features

Your personal information and accounts with HCM are only accessible to you and those authorised by us to access them. HCM authorised users must use a password, are required to safeguard the information and access it only for approved business purposes, which may include audits and system testing.

HCM will use the email address you register with HCM to forward confidential information to you. To safeguard this information HCM recommends you use an email address not accessible to any other person.

Complaints

If you have any complaints about a breach or potential breach of this privacy statement, contact our Privacy Officer on telephone (03) 6231 0966. It is our aim to respond to your complaint within 7 days and resolve your complaint quickly and fairly to your satisfaction. You can refer the matter to the State Ombudsman.