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|  | VOICE - Psychologists & Allied Professionals Privacy Policy |
| | Version: 3.9 |
| Department: Quality Assurance | Last Updated: 14 March 2024 |

VOICE - Psychologists & Allied Professionals (VOICE) is committed to protecting the privacy of your *personal information* and/or *sensitive information* as defined under the *Privacy Act 1988* (“**Your Information**”). This policy sets out the way we handle Your Information including the collection, use, disclosure and storage of Your Information, as well as your right to access Your Information. All information has been collected by VOICE in accordance with the Australian Privacy Principles and will only be disclosed in accordance with these Principles.

This policy only applies to VOICE’s databases and files and does not cover any State, Territory or Commonwealth Government-owned database or files. You are advised to contact the relevant government agency for a copy of their privacy policy.

If we change this Privacy Policy, we will post the changes on our website so you may be aware of the information we collect and how we use it. Accordingly, you are reminded to check our website for further details.

Your Information

We only collect Your Information when it is reasonably necessary for our functions and activities in providing allied health professional and employment related services. We may collect information about you in a number of circumstances and the information we collect will depend on the services we are providing to you.

In order to provide you allied health professional and employment related services, we may need to collect Your Information such as name, postal address, email address, telephone number, information regarding your job/business, work and education history, qualifications, career details or other information generally contained in a resume, living circumstances and other information reasonably necessary to conduct these services. In some circumstances, with your permission, it may include health information and details of any criminal history you may have.

Collection

Where practicable VOICE will endeavour to collect Your Information directly from you. In order to provide you with allied health professional and employment related services we will need to collect Your Information from you such as:


- Your name
- Your contact details
- Identification information
- Your qualifications
- Your previous employment history
- Job Seeker Identification Number or NDIS Number
- Health information
- Relevant information to assess your work capacity and work ability to obtain and sustain employment

As a contracted service provider to the Commonwealth Government of Australia, we may also collect Your Information from Commonwealth Government Departments and Agencies such as:

- The Department of Employment and Workplace Relations (Australian Government contract clients only)
- The Department of Social Services (Australian Government contract clients only)
- Centrelink/Services Australia (Employment Services clients only)
- NDIS Quality and Safeguards Commission (NDIS clients only)
- National Disability Insurance Agency (NDIS clients only)
- Workcover Queensland
- Worksafe Victoria
- SafeWork New South Wales
- Your insurer

To provide you with allied health professional and employment related services we may also collect Your Information from other third parties such as:

- Anyone nominated by you

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At, or as soon as practicable after, VOICE collects Your Information we will take reasonable steps to ensure you are made aware of:

- VOICE's identity and how you can contact us;
- Your rights with regard to accessing Your Information;
- The purpose for which Your Information was collected;
- To whom we usually disclose Your Information;
- Our requirement to collect particular or further information to comply with law or our Government contractual obligations; and
- The main consequences, if any, for you if you do not provide all or part of the information we require.

If we receive unsolicited information we will determine if we could have collected this information had we solicited it ourselves. If we determined we could not, and the information is not in a Commonwealth record, we will destroy or de-identify the information.

VOICE will only collect Your Information by lawful and fair means.

Use and Disclosure

We will use our best efforts to ensure Your Information remains private and is used only for the purposes you agree to.

VOICE will not reveal, disclose, sell, distribute, rent, licence, share or pass Your Information to a third party, other than those that we have a binding agreement with ensuring that the third party affords Your Information similar levels of protection as we do.


In order to provide you with allied health professional and employment related services, we may need to disclose Your Information to third parties such as:

- Potential Employers
- The Department of Employment and Workplace Relations (Australian Government contract clients only)
- The Department of Social Services (Australian Government contract clients only)
- Services Australia/Centrelink (Employment Services clients only)
- NDIS Quality and Safeguards Commission (NDIS clients only)
- National Disability Insurance Agency (NDIS clients only)
- Workers Compensation providers such as Workcover Queensland/Worksafe Victoria/SafeWork New South Wales
- Superannuation providers
- Your insurer
- Training Organisations
- Work Experience providers
- Registered Health Professionals

Further, we may use and disclose Your Information to provide you with allied health professional and employment related services specific to you at point of collection or for another purpose if:

- You would reasonably expect us to disclose it for that purpose;
- That purpose is directly related to the purpose specified to you at the time of collection.
- VOICE reasonably believes the use is necessary to lessen or prevent a serious threat to an individual's life, health or safety or to public health or safety and it is unreasonable or impractical to obtain your consent;
- VOICE has reason to suspect that unlawful activity has been, or is being engaged in, and uses the information as part of its investigation, or in reporting its concerns to the relevant authority;
- The use and disclosure is specifically authorised by law; or
- Any other exceptions provided in the Privacy Act 1988.

VOICE does not disclose Your Information to unrelated third parties for the purposes of direct marketing unrelated products or services.

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Data Quality

VOICE will take reasonable steps to ensure that Your Information is accurate, up-to-date, complete and relevant. You are encouraged to help us keep Your Information accurate, complete and up-to-date by contacting your consultant or this organisation and inform us of any changes to your details. You can contact us on 13 15 59.

Data Security

At VOICE we are committed to protecting the privacy of Your Information. We take reasonable steps to protect Your Information from misuse, loss, interference and from unauthorised access, modification or disclosure. We ensure this by having such security measures as:

- Individual password access to systems and databases
- Secure data storage

All staff confirm their acceptance of the Electronic Use and Security Policy.

We will also take reasonable steps to destroy or permanently de-identify Your Information if it is no longer required for any purpose unless it is contained in a Commonwealth record or required by law.

Access and Correction

You will be provided the opportunity to access Your Information and correct that information if you determine it is incorrect. VOICE will allow any person on whom records are maintained to have access to those records unless Government contractual requirements or legislation (e.g. Freedom of Information Act) requires or authorises the refusal of access. To obtain access to Your Information please make a request to your closest VOICE office. Before giving access to information, VOICE will require that you provide proof of identification and this along with details of your request will be recorded on your file.

Anonymity and Pseudonymity

Whenever it is lawful or practicable, you will have an option of not identifying yourself when dealing with VOICE. Due to the nature of the services being provided to you this will be in very limited cases.

Sensitive Information

VOICE will not collect *sensitive information* revealing your racial or ethnical origin, political opinions, religious or philosophical beliefs, trade-union membership or details of health, disability or sexual activity or orientation unless:

- Your consent has been obtained and the information is reasonably necessary to provide you with allied health professional and employment related services; or
- The collection is required or authorised by law; or
- The collection is necessary to prevent or lessen a serious threat to the life, health or safety of any individual, or to public health or safety and it is unreasonable or impractical to obtain your consent; ; or
- VOICE has reason to suspect that unlawful activity, or misconduct of a serious nature, relating to our functions/activities has been, or is being engaged in and we believe this collection is necessary for us to take action in relation to this matter; or
- Any other exceptions provided in the Privacy Act 1988.

Advocacy

VOICE recognises our NDIS client's rights to access an advocate (including an independent advocate), and choose who, if anyone, they want to involve in decisions and discussions about their services and supports. VOICE will seek the consent of the NDIS client prior to the collection and disclosure of their information to any third party such as partners, families of choice, families of origin, friends, carers, advocates, or support persons.

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Resolving Privacy Concerns

You are able to raise any concerns you may have regarding Your Information handling practices by detailing your concerns with the Legal Counsel or Privacy Co-ordinator at Sarina Russo Group Head Office through privacy@sarinarusso.com.au.

Storing and Transferring information about you abroad

If your Information is provided to us as part of our services to you under an Australian Government contract, your Information will not be housed in an offshore data management system or transferred outside of Australia.

Otherwise, your Information may be housed in an offshore data management system. We will endeavour to ensure a level of data protection at least as protective as that required in Australia and where possible we have contracted with our cloud storage providers to uphold these standards.

The Internet and Your Privacy

VOICE uses the World Wide Web in order to assist you in providing allied health professional and employment related services.

VOICE takes all reasonable steps to protect your security when using our website, but you should be aware that no transmission of information to and from a website is ever totally secure, particularly from malicious attack. Accordingly, transmission is at your own risk.

It is important to remember that if you are using a computer in a public place, such as a library or community centre, you must remember to log-off, otherwise others may be able to access Your Information.

Sarina Russo Group Head Office
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www.sarinarusso.com