

Privacy Policy



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Document Controls

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Client Privacy Policy

1. Introduction

The Cancer Care Centre Inc (the Centre) recognises the importance of protecting the privacy and the rights of clients in relation to their personal information. This document is our Client Privacy Policy and it tells you how we collect and manage your personal information.

We respect your rights to privacy under the Commonwealth Privacy Act 1988 (the Act) and the Commonwealth Australian Privacy Principles 2014 (the Privacy Principles).

We endeavour to comply with all of the requirements of the Act and Privacy Principles in respect of the collection, management and disclosure of your personal information.

Our Counsellors and Therapists require patients to complete a form or take personal records detailing health history. This is necessary to ensure that your health is taken into consideration before any actions are taken by the Counsellor or Therapist. These records are kept confidential to the professional Counsellor or Therapist and information is not shared to anyone else.

2. Personal Information

2.1. What is personal information?

When used in this privacy policy, the term “personal information” is any information that can be used to personally identify you. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

2.2. What personal information do we collect and hold?

The types of personal information we collect may include your name, date of birth, gender, contact, next of kin, health information and other information about your history with, or relationship to cancer.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

2.3. Whose personal information do we collect?

We collect personal information from people who are connected to our operations and activities - including members, employees, research study participants, recipients of support services, volunteers and Therapists.

2.4. How do we collect your personal information?

Where possible, we will collect your personal information directly from you. This may be in person on the telephone, by post or email, or when you complete a membership form.

2.5. Why do we collect your personal information?

We collect, hold, use and disclose your personal information for the following purposes:

- a. to provide products and services to you and to send communications requested by you;
- b. to answer enquiries and provide information or advice about existing and new products or services;
- c. for the administrative, marketing (including direct marketing), planning, product or service development, and quality control;
- d. to update our records and keep your contact details up to date;
- e. to process and respond to any complaint made by you; and
- f. to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority.

2.6. To whom do we disclose Personal Information?

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

We may disclose your personal information to:

- a. our staff, volunteers and therapists where there is a need for them to be informed;
- b. any organisation for any authorised purpose with your express consent but we will not disclose your name.

2.7. Direct marketing materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the Commonwealth Spam Act 2003.

If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see 'Contacting us' below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

2.8. How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us (see 'Contacting us' below).

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will inform you of our reasons.

Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will inform you of our reasons.

2.9. What is the process for raising an issue relating to the privacy of your personal information?

If you believe that your rights under this Client Privacy Policy may have been contravened, please contact (see 'Contacting us' below) and provide details of the issue so that we can investigate it.

2.10. Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

2.11. Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, contact our Manager using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact us at:

Manager

Cancer Care Centre Inc.

76 Edmund Avenue

UNLEY SA 5061

Tel: (08) 8373 1470

email: manager@cancercarecentre.org.au

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

This privacy policy was last updated on [xx November 2014].