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PRIVACY POLICY

Ostomy NSW Limited (ONL) is a registered charity operating as a not-for-profit, non listed public company limited by guarantee to support its members who have undergone surgery resulting in a Colostomy, Ileostomy, Ileal Conduit, Urostomy or other external pouch procedure.

ONL is committed to client service and this policy outlines our ongoing obligations to others in respect of how we manage your Personal Information.

Compliance with the Australian Privacy Principles from Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012

There are thirteen Australian Privacy Principles (APPs) contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. These APPs came into effect on 12 March 2014 and govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. They also allow individuals to access that information and have it corrected if it is wrong.

ONL has adopted 13 of these APPs.

A Plain English Summary of the APPs is included within this Policy document. If you want more detail, the full text of the APPs and the APP Guidelines may be obtained from the website of The Office of Australian Information Commissioner at oaic.gov.au.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual.

Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers. This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website and from third parties. We don't use cookies. We don't guarantee website links or policy of authorised third parties.

We collect Personal Information for the primary purpose of providing our services to our members, providing information to our members and for marketing. We may also use Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time; all you need to do is let us know.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

If ONL is unable to collect sufficient Personal Information from or about an individual, it may not be able to provide our services to that individual.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained;
 - for a secondary purpose that is directly related to the primary purpose;
 - with your consent; or where required or authorised by law.
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Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take all reasonable steps to ensure that you are made aware of the information provided to us by such third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
 - where required or authorised by law.
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Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

APP #12 provides you with the right to access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please make out your request to us in writing.

ONL will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing such information.

Maintaining the Quality of your Personal Information

It is an important part of providing our services to you that your Personal Information is up to date. APP #10 provides that we take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date.

It is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

Policy Updates

This Policy may change from time to time. The ONL Privacy Policy is available at our office to anyone who requests it.

Complaints

You can lodge a complaint with us about any breach of our Privacy Policy and our privacy obligations to you by contacting us.

Privacy Policy Enquiries

If you have any queries about our Privacy Policy please contact the General Manager at:

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Australian Privacy Principles (Summary)

Principle	Title	Purpose
APP 1	Open and transparent management of personal information	Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy .
APP 2	Anonymity and pseudonymity	Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.
APP 3	Collection of solicited personal information	Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of sensitive information .
APP 4	Dealing with unsolicited personal information	Outlines how APP entities must deal with unsolicited personal information.
APP 5	Notification of the collection of personal information	Outlines when and in what circumstances an APP entity that collects personal information must tell an individual about certain matters.
APP 6	Use or disclosure of personal information	Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.
APP 7	Direct marketing	An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.
APP 8	Cross-border disclosure of personal information	Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.
APP 9	Adoption, use or disclosure of government related identifiers	Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

Principle	Title	Purpose
<u>APP 10</u>	Quality of personal information	An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
<u>APP 11</u>	Security of personal information	An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.
<u>APP 12</u>	Access to personal information	Outlines an APP entity's obligations when an individual requests to be given <u>access to personal information</u> held about them by the entity. This includes a requirement to provide access unless a specific exception applies.
<u>APP 13</u>	Correction of personal information	Outlines an APP entity's obligations in relation to <u>correcting the personal information</u> it holds about individuals.

Document control

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Effective from	24 August 2023
Approving Authority	Board of Directors (Responsible Persons) (Name / Signature)
Authorised Manager	Stephen Lardner General Manager

Record of changes

Version	Date changed	Date issued	By whom	Summary of changes
1	Original	23 Feb 2018	Board of Directors	Original
2	24 August 2023	01 September 2023	Board of Directors	Amended to include updated APP and change of address.