

PRIVACY & CONFIDENTIALITY

WHAT TO EXPECT



Protecting your privacy is important to us

Lismore Home Modification Service Inc (LHMS) is strongly committed to protecting your privacy and complying with your choices. Both personal and non-personal information collected is safeguarded according to national privacy and data protection standards.

- a. Your information will not be shared, with any third party.
- b. We use security measures to protect your information on our computer and all printed information is held in locked filing cabinets – which have restricted access.

Notice

We will clearly inform you when information that personally identifies you "personal information" is asked for and you will have the choice to provide it or not. Generally, this information is requested when you apply for community transport or other Home and Community Care services like respite or meal services.

Usage

We use your personal information for the following purposes:

- a. To provide you with updated information that will allow you to find out about everything happening at Lismore Home Modification Service Inc.
- b. To automatically file your documents with your information in our booking system
- c. To be able to report to government about who accesses our service – we do this statistically – we do not give government your personal details.

Consent

When you provide your personal information, you consent that it can be used for the above purposes and that LHMS is an authorised holder of such information.

We will need to ask for your consent to refer you to another community service or organisation. We cannot do this without your permission unless there are circumstances where you or someone close to you is in some form of danger or harm. Consent must also be obtained for LHMS to take photographs of you and/or to use these photographs in newsletters, website or similar publications.

Access to Your Information

You are entitled to review the personal information you have provided us and ensure that it is accurate and current at all times. You are able to access your records or file by requesting this at the office. Our team will periodically check that your information is current – you can ask for a reassessment appointment if any of your circumstances change including personal information or levels of support required.

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Security of Information

LHMS is strongly committed to protecting your information and ensuring that your choices about privacy and confidentiality are honoured. We have taken strong security measures to protect your data from loss, misuse, unauthorised access, disclosure, alteration, or destruction. All sensitive data is stored behind security firewalls on secure servers with restricted employee access and employee specific passwords.

How to Opt Out

We provide users with the opportunity to opt out from receiving updates of any of our services, newsletters and other communications from us. You can phone the office with any changes in your needs at a time that suits you. After office hours a message bank is available for phone messages or you can give us feedback on our website. We can also mail you a feedback form that can be returned if you prefer to write your information down.

Changes to This Policy

If we make changes to our Privacy Policy, we will inform you by post so that you are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. If at any point we decide to use your information in a manner different to that stated at the time it was collected, we will notify you to gain new consent. Changes may occur when national or state governments make alterations to the Privacy laws.

Enforcement of Policy

If for some reason you believe LHMS has not adhered to these principles, please notify us and we will do our best to promptly reply to your concerns and make corrections where necessary.

LHMS relies on your feedback to maintain a quality service. You can contact us on 6622 2323.

External contact If you are unhappy about how we manage your privacy and confidentiality phone the Office of the Australian Information Commissioner on 1300 363 992.