Australian Privacy Principles
Privacy Policy

Under the Privacy Act 1988, we are required to have an Australian Privacy Principles Privacy Policy ("APP Privacy Policy") dealing with the ways we manage your personal information.

What kinds of personal information do we collect and hold?

We collect and hold a range of personal information about our clients, our employees and the service providers we engage.

Clients

We collect and hold a range of personal information to enable us to deliver services to our clients.

This includes:

- names, addresses and contact details
- date of birth
- photographs
- information about our clients’ health needs and their medical history as it relates to the services we provide
- information about our clients’ cultural, religious, linguistic and social needs
- information about our clients’ interests, hobbies and community activities
- information any potential medical, social or workplace risks involved in providing services to the client
- information about our clients’ income, assets and pension status
- records of our interactions with clients and their representatives,
- clients’ preferences for particular services as well as activities and events
- contact details for clients’ next of kin and other legal representatives.

If clients refuse to provide us with the information that we require to provide services effectively, we may be unable to provide the services.

Employees and service providers

We also collect and hold certain information about our employees and/or service providers (where required) including:

- names and contact details
- employment history
- educational qualifications
- relevant medical history
- training records and competency assessments
- police certificates.

Donors/Supporters/Partners

We hold certain information about our donors, financial supporters and partners (where required) to offer consistent service and communications including:

- name and address
- email address and telephone number where appropriate
- mailing preferences (the type of communication and the regularity of it)
- history of communications received and donations made.
The ways in which we collect personal information

Clients
In most cases, we collect personal information directly from our clients and/or their representatives. However we also collect information from other sources such as
- health care providers and other persons/organisations who provide services to the client; and
- other aged care providers and aged care referral services.

We also receive information from the Commonwealth Government regarding our clients’ eligibility to pay certain fees and charges.

Employees and service providers
We collect information about our employees:
- directly from the employees
- through general background check processes such as police checks
- from other sources such as referees and employment agencies.

Information about service providers and their employees is collected directly from our service providers.

Donors/Supporters/Partners
We only collect information about our donors, financial supporters and partners directly from them.

How do we store personal information?

Clients
We store information securely both in paper form and electronically at our head office and at our sites across Melbourne.

Staff and service providers providing you with services have access to your personal information electronically.

Employees and service providers
Information about our employees and service providers are stored in paper and electronic form at head office and on site where required.

Donors/Supporters/Partners
We store personal information about our donors, financial supporters and partners securely both in paper form and electronically at our head office, unless they specifically requests anonymity.

Launch Housing staff that send you communications have access to your personal information electronically.

For what purposes do we collect, hold, use and disclose the personal information we collect?

Clients
We collect, hold, use and disclose personal information about our clients for the primary purposes of providing services.

Where necessary and with consent, we disclose clients’ relevant personal information other persons/organisations who are involved in providing health services and any other services to the client. This can include for example, the client’s doctor and allied health service providers. For home care clients, it can also include cleaners, gardeners and maintenance personnel contracted to provide services to the client in their home.

We may also disclose clients’ information to related organisations.

We also collect, hold, use and disclose clients’ information for the following purposes:

- so that we can receive funding from government agencies in respect of our clients
- in order to comply with our legal obligations under the Aged Care Act 1997, the Children, Youth & Families Act 2005, the OH&S Act 2004 and other laws
- so that we can improve our services through quality improvement activities such as audits, surveys and other quality improvement activities
- for direct marketing and communications activity
- for the purposes of obtaining professional advice

Clients who do not wish to have their personal information used for the purposes of direct marketing or communications purposes can contact us to withdraw their consent.

**Employees and service providers**

We collect, hold, use and disclose information about our employees and services providers for following purposes:

- to provide services to our clients
- for quality improvement purposes, marketing, personnel development and management
- to meet our legal obligations such as the requirement to obtain police certificates for employees and/or service providers involved in providing support to our clients and workplace law obligations.

**Cross-border disclosure**

We will not disclose personal information to third parties outside Australia unless we have consent or the disclosure is authorised by law.

**Donors/Supporters/Partners**

We collect, hold and use personal information about our donors/supporters/partners for the primary purposes of providing updated information about Launch Housing’s work and to appeal for funding for new, upcoming or continued programs we provide for our clients. In certain circumstances, we collect, hold and use personal information for the primary purpose of a particular project the individual donor/supporter/partner is involved in. We only send direct marketing to our donors/supporters/partners where they have supplied the relevant mailing preference to allow us to do so.

We do not disclose donor/supporter/partner information to related organisations.

Donors/supporters/partners who do not wish to have their personal information used for the purposes of directing marketing can contact us to withdraw their consent.

**How can you access and correct your personal information?**
Except in certain situations, you have a right to access your personal information and ask us to correct it. We will take reasonable steps to update or correct, as soon as possible, any information in our possession that you have previously submitted that it inaccurate, incomplete, out-of-date, irrelevant or misleading.

We may refuse to grant you access where this is permitted or required by law, for example, where this would have an unreasonable impact on the privacy of another person. If we do refuse to grant access, we will give you written reasons.

If you would like to access your personal information, please contact:

Communications & Development
Launch Housing
68 Oxford Street
Collingwood
VIC 3066

Email – supporters@launchhousing.org.au
Telephone – 1800 720 660

You can request access via email by clicking on this link.

We may charge a small fee for accessing your personal information as permitted by law.

Donors/Supporters/Partners

Where possible we will always endeavour to provide opportunities for donors/supporters/partners to update/unsubscribe from Launch Housing communications. Donors/supporters/partners should contact the donation hotline on 1800 720 660 or email supporters@launchhousing.org.au to obtain access to their information and update any of their details where we will provide as much information as we have about how we obtained their information.

Our bi-annual supporter newsletter mailing (sent in autumn and spring) offers our donors/supporters/partners the opportunity to update their contact information.

How can you complain about a breach of your privacy?

You have a right to complain if you believe we have breached the APPs.

To lodge a complaint, please write to our Communications and Development team at the following address:

Communications & Development
Launch Housing
68 Oxford Street
Collingwood
VIC 3066

You can also make a complaint by:

Email – supporters@launchhousing.org.au
Telephone – 1800 720 660

How we will deal with your complaint?

We will consider your complaint and respond within five working days.
If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner:

Further information can be found at http://www.oaic.gov.au/privacy/making-a-privacy-complaint

**Online privacy**

We use “cookies” on our website which collect user information and data for statistical and analytic purposes. Cookies are a small file that is placed on your computer by a web server when you access a website; they do not identify the individual user, just the computer.

Cookies are often used on websites. Most internet browsers accept cookies by default. You can control the use of cookies by configuring the preferences and settings in your browser and/or firewall.