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## IRABINA AUTISM SERVICES ("IRABINA")

### Privacy Policy

#### 1 Policy statement

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Irabina is committed to protecting the privacy of the personal information and sensitive information which it collects and holds. This Staff Privacy Policy is to be read in conjunction with the Irabina Privacy Policy.

Irabina must comply with the Australian Privacy Principles under the *Privacy Act 1988* (Cth), and other privacy laws which govern the way in which organisations (such as Irabina) hold, use and disclose personal information (including your sensitive information).

The purpose of this Privacy Policy is to explain:

- a) the kinds of information that Irabina may collect about you and how that information is held;
- a) how Irabina collects and holds personal information;
- b) the purposes for which Irabina collects, holds, uses and discloses personal information;
- c) how you can access the personal information that Irabina holds about you and seek to correct such information; and
- d) the way in which you can complain about a breach of your privacy and how Irabina will handle that complaint.

## 2 Definitions

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In this Privacy Policy the following terms have the following meanings:

**health information** is:

- (a) personal information or an opinion about:
  - i. an individual's physical or mental health or disability (at any time);
  - ii. an individual's express wishes about the future provision of health services for themselves; or
  - iii. a health service provided, or to be provided, to an individual
- (b) other personal information collected to provide, or in providing, a health service;
- (c) genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.

**personal information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not;

**sensitive information** means:

- (a) personal information or opinion about an individual's:
  - i. racial or ethnic origins;
  - ii. political opinions or political associations;
  - iii. philosophical beliefs or religious beliefs or affiliations;
  - iv. sexual preferences or practices; or
  - v. criminal record; or
- (b) health information about an individual; or
- (c) genetic information about an individual that is not otherwise health information.

### 3 Collection and use of personal information

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#### 3.1 Types of personal information collected by Irabina

(a) Clients or research participants

Irabina collects information from you which is necessary to provide you with health care services or to enable you to participate in research studies. This includes collecting personal information such as your [*name, address, your health history, family history, past and current treatments lifestyle factors*], and any other information which is necessary to assist the health care team in providing appropriate care, or our research team in conducting its research.

(b) Job applicants

Irabina collects information from you which is necessary to assess and engage job applicants. This includes collecting personal information such as your [*name, address, professional experience, qualifications, references and past employers*], and any other information which is necessary to process your job application.

#### 3.2 How we collect personal information

We will usually collect your personal information directly from you, however sometimes we may need to collect information about you from third parties, such as:

- (a) relatives;
- (b) another health service provider; and
- (c) past employers and referees;

We will only collect information from third parties where:

- (a) you have consented to such collection;
- (b) such collection is necessary to enable us to provide you with appropriate health care services (such as in the case of a emergency medical treatment);

(c) such collection is reasonably necessary to enable us to appropriately manage and conduct our business; or

(d) it is legally permissible for us to do.

Irabina will only collect information which is necessary to provide you with health care services or appropriately manage and conduct our business.

### 3.3 How Irabina uses your personal information?

Irabina only uses your personal information for the purpose for which it was collected by Irabina (**primary purpose**), unless:

(a) there is another purpose (**secondary purpose**) and that secondary purpose is directly related to the primary purpose, and you would reasonably expect, or Irabina has informed you, that your information will be used for that secondary purpose;

(b) you have given your consent for your personal information to be used for a secondary purpose; or

(c) Irabina is required or authorised by law to use your personal information for a secondary purpose (including for research and quality improvements within Irabina).

For example, Irabina may use your personal information to:

(a) provide health care services to you;

(b) provide any ongoing health related services to you;

(c) appropriately manage our business, such as assessing insurance requirements, conducting audits, and undertaking accreditation processes;

(d) assist it in running the business, including quality assurance programs, billing, improving its services, implementing appropriate security measures, conducting research and training personnel; and

(h) effectively communicate with third parties.

### 3.4 Complete and accurate details

Where possible and practicable, you will have the option to deal with Irabina on an anonymous basis or by using a pseudonym. However, if the personal information you provide us is incomplete or inaccurate, or you withhold personal information, we may not be able to provide the services or support to you are seeking, or deal with you effectively.

### **3.5 CCTV**

Irabina uses camera surveillance systems (commonly referred to as CCTV) for the purposes of maintaining safety and security of its clients, personnel, visitors and other attendees. Those CCTV systems may also collect and store personal information and Irabina will comply with all privacy legislation in respect of any such information.

## **4 Disclosing your personal information**

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Irabina will confine its disclosure of your personal information to the primary purpose for which that information has been collected, or for a related secondary purpose. This includes when disclosure is necessary to provide services to you, assist us in running our organisation, or for security reasons.

We may provide your personal information to:

- (a) third parties involved in your care, such as:
  - ii. paediatricians and psychologists and radiologists who have been asked to undertake diagnostic testing;
  - iii. senior medical experts and specialists who have been asked to assist in diagnosis or treatment; or
  - iv. other health professionals involved in an individual's further treatment (such as physiotherapists and occupational therapists);
- (b) general practitioners;
- (c) relatives, close friends, guardians (unless Irabina have been told otherwise);
- (d) third parties contracted to provide services to Irabina, such as entities contracted to assist in accreditation or survey processes;
- (e) private health insurance providers and Medicare Australia;
- (f) our legal advisors and the Health Services Commissioner Victoria;

(g) anyone authorised by you to receive your personal information (your consent may be express or implied);

(h) anyone Irabina is required by law to disclose your personal information to.

## **5 Data storage, quality and security**

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### **5.1 Data quality**

Irabina will take reasonable steps to ensure that your personal information which is collected, used or disclosed is accurate, complete and up to date.

### **5.2 Storage**

All your personal information is stored by Irabina securely in [*either hard copy or electronic form*]. Irabina engages with a third party to store personal information in a secure offsite storage facility. The third party is subject to Australian Privacy Principles under the Privacy Act 1988 (Cth).

### **5.3 Data security**

Irabina strives to ensure the security, integrity and privacy of personal information, and will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Irabina reviews and updates (where necessary) its security measures in light of current technologies.

### **5.4 Online transfer of information**

While Irabina does all it can to protect the privacy of your personal information, no data transfer over the internet is 100% secure. When you share your personal information with Irabina via an online process, it is at your own risk.

There are ways you can help maintain the privacy of your personal information, including:

(a) always closing your browser when you have finished your user session;

(b) always ensuring others cannot access your personal information and emails if you use a public computer; and

(c) never disclosing your user name and password to third parties

## **6 Links to other sites**

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Irabina may provide links to third party websites. These linked sites may not be under our control and Irabina is not responsible for the content or privacy practices employed by those websites. Before disclosing your personal information on any other website, we recommend that you carefully read the terms and conditions of use and privacy statement of the relevant website.

## **7 Accessing and amending your personal information**

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You have a right to access your personal information (including your medical record) which Irabina holds about you. If you make a request to access your personal information, we will ask you to verify your identity and specify the information you require.

You can also request an amendment to any of your personal information if you consider that it contains inaccurate information.

You can contact Irabina about any privacy issues as follows:

**Debra Goldfinch, Chief Executive Officer, Irabina Autism Services, 193 Bayswater Road, Bayswater, Vic, 3153, Phone 97201118**

While Irabina aims to meet all requests for access to personal information, in a small number of cases and where permitted to do so by law, Irabina may not give access or may do so only under conditions.

Subject to applicable laws, Irabina may destroy records containing personal information when the record is no longer required by Irabina.

## **8 Complaints**

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If you have a complaint about Irabina's information handling practices or consider we have breached your privacy, you can lodge a complaint with:

**Debra Goldfinch, Chief Executive Officer, Irabina Autism Services, 193 Bayswater Road, Bayswater, Vic, 3153, Phone 97201118**

I have read and understood the content of Irabina's Privacy Policy.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_