

## Privacy Statement

The following principles underpin the information collected by the MND Victoria in its activities to support people living with MND:

### 1. Collecting Personal Information

The types of personal information that MND Victoria collects depends on the nature of your dealings with us. We collect necessary information to provide you with our services and/or to manage and inform our relationship. For example, MND Victoria will collect personal information to ensure that we provide adequate, appropriate and safe services, communicate appropriately with members, supporters and health professionals' and meet reporting requirements.

### 2. MND Victoria's use of personal information

The personal information collected by MND Victoria is used to:

- provide our services
- manage and inform our relationship with clients and their significant others, members, volunteers, donors and supporters
- establish and maintain proper business and health records
- refer to and initiate services from other care providers.

### 3. Restrictions on use of personal information by MND Victoria

MND Victoria will not sell, rent or trade personal information about you to or with third parties. All personal information collected by MND Victoria will only be made available to authorised individuals who need to handle that information for the purposes outlined in the MND Victoria's Privacy Policy.

### 4. Personal information may be disclosed outside of MND Victoria *Disclosures to third parties*

In some circumstances, MND Victoria may disclose (share) personal information, including sensitive information, to third parties where this is related to the supply of our services, for example, to a health professional. Personal information may also be disclosed to government departments. If it is necessary for MND Victoria to make disclosures of this kind, you will be advised of these disclosures at the time you request MND Victoria to provide supports and services to you.

If MND Victoria engages a third party to handle personal information, we require these organisations to comply with the Australian Privacy Principles when they handle personal information and they are authorised only to use personal information in order to provide the services or to perform the functions required by MND Victoria. Any individual may authorise another person to provide and discuss personal information on their behalf.

### *Disclosures required or permitted by law*

MND Victoria will only disclose personal information if this is required by law or permitted under the Australian Privacy Principles. This may include disclosures to government departments or agencies, courts or external advisers. For example, the Australian Privacy Principles permits MND Victoria to disclose health information

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where we believe disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health, or safety. It is MND Victoria's policy to make such disclosures only in accordance with the Australian Privacy Principles.

### 5. Security and quality of personal information at MND Victoria.

MND Victoria takes reasonable steps to ensure the security of personal information from such risks as unauthorised access, loss and misuse. Personal information is stored in MND Victoria's offices, which are locked, as are storage filing cabinets. The MND Victoria electronic information system is password protected and protected with anti-viral software. All MND Victoria staff are required to comply with the relevant Acts and to maintain the confidentiality of any personal information held by MND Victoria.

- All staff, students, volunteers and contractors are required to sign MND Victoria's Confidentiality Agreement
- All staff members will ensure that filing cabinets are locked at the end of each day and that access to them is restricted to approved members of staff only.
- The CEO will ensure that all MND Victoria staff and, where necessary, volunteers are issued with computer passwords.

MND Victoria is committed to ensuring that the data it collects is accurate, complete and up-to-date. MND Victoria expects staff, volunteers and clients to update it on changes to contact details etc.

### 6. Access and Correction

Under the Privacy Act, individuals have the right to request access to personal information MND Victoria holds about them (although there are some exceptions to this). Individuals also have the right to ask us to update or correct their personal information when it is inaccurate, incomplete or out of date. You can contact MND Victoria if you wish to exercise your right under the Privacy Act to seek access to your personal information held by MND Victoria.

In the first instance, MND Victoria will generally provide individuals with a summary of the current information it holds about them. These records will include personal information about the individual which is included in MND Victoria's databases and in paper files, and which MND Victoria may use on a day to day basis.

MND Victoria will provide a copy of the relevant personal information (ordinarily, a print-out from a database or a photocopy of files recorded only in paper form). If personal information about you (for example, your name and address) is duplicated across different databases or paper files, MND Victoria will generally only provide one print-out of this information, rather than multiple print-outs. MND Victoria will not charge for the cost of providing this type of access to these records.

For legal and administrative reasons, MND Victoria may also archive non-current records containing personal information. The individual may seek access to these

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non-current records held by MND Victoria however, a fee may be charged for the cost of providing access.

### 7. Unique Identifiers

Unique identifiers are created when a new client, member or donor is entered into the electronic management systems. MND Victoria does share unique identifiers of individuals.

### 8. Anonymity

All individuals are given the opportunity of not identifying themselves when entering into transactions with MND Victoria to the extent that this is feasible and lawful.

It is the responsibility of individuals who require ongoing de-identification of mail to notify MND Victoria or its representative and request that this information is noted on their individual client file.

### 9. Cross-border data flows

MND Victoria does not provide information overseas unless the recipient protects privacy under similar standards required in Australia. All reasonable measures will be taken to ensure that the consent of the individual is obtained before any transfer of information is undertaken.

### 10. Sensitive Information

MND Victoria only collects sensitive information where such information is required to ensure effective service provision to meet identified needs.

### 11. Privacy Complaints

If you have concerns about the handling of your personal information by MND Victoria, you can make a complaint to the Office of the Australian Information Commissioner (OAIC). Please see MND Victoria Complaints Statement for detail.