

S.C.O.P.E. Inc. Privacy Policy Statement

This document outlines how S.C.O.P.E. Inc. will collect, use, disclose, store, secure, manage and dispose of your personal and sensitive information in accordance with the Australian Privacy Principles ("APP") and the Information Privacy Principles ("IPP") in the *Information Privacy Act 2009* (Qld).

S.C.O.P.E. Inc. is committed to protecting the privacy of the personal and sensitive information we collect from you. We are committed to ensuring that your privacy is respected and maintained at all times.

Personal Information

Personal information is defined in both the *Information Privacy Act 2009* (Qld) and the *Privacy Act 1988* (Cth). It means any "information or an opinion about an identified individual or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not".

Common examples are an individual's name, signature, address, telephone number, date of birth, medical records, bank account details, employment details and commentary or opinion about a person.

Personal information also includes sensitive information.

Sensitive Information

Sensitive Information is also defined in the *Privacy Act 1988* (Cth). It is information or opinion about your:

- racial or ethnic origin;
- political opinion;
- membership of a political association or religious beliefs, affiliations or philosophical beliefs;
- membership of a professional or trade association or membership of a trade union;
- sexual preferences or practices;
- criminal record;
- health or disability (at any time);
- expressed wishes about the future of health services.

Sensitive Information can in most circumstances only be disclosed to third parties with your consent.

S.C.O.P.E. Incorporated

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The Kinds of Personal and Sensitive Information We Collect and Hold	APP 1.4(a) IPP 1, 2 & 3	S.C.O.P.E. Inc. – Privacy Policy Statement
<p>The kinds of personal and sensitive information we collect from you may vary depending on your relationship with S.C.O.P.E. Inc., for example: the types of personal and sensitive information collected from a person being supported by S.C.O.P.E. Inc. will be different to the types of information collected from a person working for the organisation or a person who is a member of the organisation.</p>		
<p>Personal and Sensitive Information Collected and Held about a Person Being Supported by S.C.O.P.E. Inc.</p>		
<p>If you a person being supported by S.C.O.P.E. Inc., the types of personal and sensitive information that we may collect about you includes:</p> <ul style="list-style-type: none"> • your name, address, telephone number and date of birth; • details of your disability and any medical conditions; • details of your support needs; • our observations (progress notes, behaviour recording sheets) relating to your support; • information relating to your financial transactions; and • information relating to your legal affairs for example Guardianship Orders; • any other information you may provide us with. 		
<p>Personal and Sensitive Information Collected and Held about a Person working for the organisation</p>		
<p>If you are a person working for the organisation or applying to work for the organisation, the types of personal and sensitive information that we may collect about you includes:</p> <ul style="list-style-type: none"> • your name, address, telephone number, email address and date of birth; • results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body; • results of any competency or medical tests; • performance feedback (whether positive or negative); • bank account, tax and superannuation related information; • Driver’s Licence and Motor Vehicle details, including registration and insurance policy details; • Worker’s Compensation claim information; • Criminal History Check (in accordance with requirements to hold Blue Card and Yellow Card) • any other information you may provide us with. <p>Person working for the organisation includes management committee members, employees and volunteers. The handling of your personal information is exempt from the <i>Privacy Act 1988</i> (Cth) if it is directly related to your current or former employment relationship or an employee record relating to you.</p>		
<p>Personal and Sensitive Information Collected and Held about a Member of the Organisation</p>		
<p>If you are or apply to become a member of S.C.O.P.E. Inc., the types of personal and sensitive information that we may collect about you includes:</p>		

<ul style="list-style-type: none"> • your name, address, telephone number, email address and date of birth. 		
How We Collect and Hold Your Personal and Sensitive Information	APP 1.4(b) IPP 2 & 9	S.C.O.P.E. Inc. – Privacy Policy Statement
<p>We will collect the majority of your personal and sensitive information from you directly. We may however obtain your Personal and Sensitive Information from:</p> <ul style="list-style-type: none"> • Government Departments and other statutory bodies eg Office of the Adult Guardian, Public Trustee Queensland, Community Visitor; • Medical Practitioners, Hospitals and Allied Health Services; • Other Disability Service Providers that provide or have provided support to you; • Previous employers or others given as references in relation to employment; and • Training organisations that have provided training to you at S.C.O.P.E. Inc.'s direction. <p>We will obtain your consent before contacting any third party for the purposes of collecting your Personal and Sensitive Information.</p>		
The Purposes for which we Collect, Hold, Use and Disclose Your Personal and Sensitive Information	APP 1.49(c) IPP 1, 2, 3, 4, 9, 10 & 11	
<p>The purposes for which we collect, hold, use and disclose your personal and sensitive information may vary depending on your relationship with S.C.O.P.E. Inc.</p>		
People Being Supported by S.C.O.P.E. Inc.		
<p>If you are a person being supported by S.C.O.P.E. Inc., the purposes for which we collect, hold, use and disclose your personal and sensitive information includes:</p> <ul style="list-style-type: none"> • provide disability support services to you in accordance with your support needs; • to support you to obtain appropriate medical assistance; • to support you to manage your financial transactions; 		
People Working for the Organisation		
<p>If you are a person working for the organisation the purposes for which we collect, hold, use and disclose your personal and sensitive information includes:</p> <ul style="list-style-type: none"> • to facilitate your employment with S.C.O.P.E. Inc.; • to report to any statutory bodies relating to any workplace accidents/incidents you may be involved; • to enable you to be enrolled in necessary training provided by external training providers; • to facilitate payment of your wages and associated salary sacrificing schemes. 		
Member of the Organisation		
<p>If you are a member of the organisation, the purposes for which we collect, hold, use and disclose your personal and sensitive information is to administer your membership of S.C.O.P.E. Inc. and administer the associated governance requirements of a membership based organisation, for example reporting to government departments.</p>		

How you May Access or Seek the Correction of Personal and Sensitive Information Held by Us		APP 1.4(d) IPP 5, 6, 7 & 8
You may access or seek the correction of any personal information held by us by contacting the most appropriate person to rectify your information.		
People Being Supported by S.C.O.P.E. Inc.	People Working for the Organisation	Members of the Organisation
Merv Roberts Operations Manager	Pam Mardiste Chief Financial Officer	Tracey Lloyd Chief Executive Officer
How You May Complain about a Breach of the APPs or IPPs by us		APP 1.4(e)
If at any stage you feel we have breached the APPs or IPPs in our collection, use, disclosure, storage, security, management or disposal of your Personal and Sensitive Information, you may lodge a complaint with Tracey Lloyd, Chief Executive Officer.		
We are committed to protecting your privacy and as such we treat all complaints very seriously. Our Chief Executive Officer will address your concerns with our senior management team and, if appropriate, our Management Committee, and contact you to ensure you are satisfied with our proposed resolution. If we do not respond to you within 30 days or you are not satisfied with our response, you are entitled to lodge a Privacy Complaint Form with the Office of the Australian Information Commissioner. Copies of this form and details relating to lodgement are available at www.oaic.gov.au/privacy/making-a-privacy-complaint		
Our Disclosure of Your Personal Information to Overseas Recipients		APP 1.4(f)
S.C.O.P.E. Inc. does not disclose your personal and sensitive information to overseas recipients. The organisation does utilise a cloud based software system which provides the limited service of storing information. S.C.O.P.E. Inc. does not release effective control of the information and as such in accordance with APP 8 – Cross Border Disclosure of Personal Information, use of this service does not constitute disclosure of personal and sensitive information.		
Countries in Which Overseas Recipients Likely to be Located		APP 1.4(g)
The cloud based software system that we use has servers based in the United States of America.		
How to contact us		
If you wish to contact us about your personal or sensitive information you should contact:		
Tracey Lloyd Chief Executive Officer Suite 8 Signature House 107 – 111 Morayfield Road CABOOLTURE SOUTH QLD 4510 Phone: 07 5428 0155 Email: tracey@scopeinc.org.au		