



## POLICY

# Privacy Policy

A privacy policy is a general statement about how an organisation manages personal information. At Oak Tree Alliance, we are committed to ensuring everyone's privacy rights are upheld and this we undertake through the guiding principles (Australian Privacy Principles) of The Privacy Act 1988 (C'with) as well as The Information Privacy Act 2009 (Qld).

### ***About Oak Tree Alliance***

At Oak Tree Alliance we specialise in delivering individualised NDIS support coordination and specialist support coordination services that fosters growth and connection and empowers those with disabilities to live strong, resilient and inclusive lives.

### ***What personal information might Oak Tree Alliance collect and why?***

Personal information is any information or an opinion, recorded in written / material form or not, about an individual who can be reasonably identified from the information or opinion.

The collection of information is limited to only the information that is necessary for our activities. Given the nature of our services we may collect a range of personal and sensitive information about individuals from several sources. Oak Tree Alliance are committed to protecting and upholding the rights of our Participants privacy in the way that we collect, store and use information about them, their needs and the services we provide to them.

When you access the Oak Tree Alliance website, we may record your server address, domain name, the date and time of your visit, the pages viewed, the information downloaded and the frequency of visits. We use this information for website and system administration only. We do not share this data with anyone, but the information assists Oak Tree Alliance in further development and to improve your experience when using our site.

We also use social networking sites such as Instagram and Facebook to communicate with the public sector about our services. When you communicate with us using these services we may collect your personal information, but we only use it to help us to communicate with you and the public. The

social networking carrier will also handle your personal information for its own purposes. These services have their own privacy policies. You can access these on their respective websites.

### ***What does Oak Tree Alliance do with the personal information?***

So that we can provide the best level of support to you, we will need to share your personal information (to the extent permitted by law) with other agencies, guardians, families or government departments. We will always seek your consent to us sharing your information, through signing of our ***Oak Tree Alliance – Privacy and Consent form***, unless it is not safe or reasonable to do so.

If an information request has been made that you are unsure of whether the information should be disclosed or not, please talk with your support coordinator about your concerns. Your coordinator will listen to you and explain why they need the information. However, we may be unable to provide services unless we have all the information we need.

### ***How does Oak Tree Alliance store personal information?***

You can be assured that all reasonable steps are taken to properly store personal information that is provided to Oak Tree Alliance and to protect this information from misuse, interference, loss and from unauthorised access, modification or disclosure.

Oak Tree Alliance utilises a client management and filing system for storing Participant information. Digital information is stored on Australian servers. Your information is never sent overseas. Computerised files have a password access for approved users and computers are locked and password protected when unattended. Hard files must be stored in lockable filing cabinets and archived according to the relevant guidelines before secure destruction.

Oak Tree Alliance employees are subject to a Code of Conduct, part of which stipulates that that any information in relation to a person we support is to remain private and confidential.

### ***How can Participants access their personal information?***

Participants (or representatives) have a right to access information held about them. Requests for personal information must be in writing using the ***Release of Information form*** and should include the following:

- Participants full name and date of birth
- What (in detail) information they are seeking
- Why the information is being requested
- When the information is needed by
- How they would like the information to be delivered (email, address to be mailed to).

The Participant must provide proof of identity by:

- Providing a copy of their own identity if applying for themselves
- Providing a copy of identity documentation and proof of authority to act if on behalf of another person.

This request can be emailed to Oak Tree Alliance at [admin@oaktreealliance.com.au](mailto:admin@oaktreealliance.com.au)

### ***How can personal information be corrected or updated?***

If there is information held by Oak Tree Alliance that is not correct or needs updating, please speak with your support coordinator about updating / changing this.

### ***What if there is a data breach?***

Data breaches can be caused or exacerbated by a variety of factors, involving different types of personal information and give rise to a range of actual or potential harms to individuals and entities. As such, there is no single way of responding to a data breach. Each breach will need to be dealt with on a case by case basis, with an understanding of the risks posed by a breach and the actions that would be most effective in reducing or removing these risks.

Oak Tree Alliance has a developed Data Breach Response Plan to enable a quick response in the event of a breach. Oak Tree Alliance responds to any actual or suspected data breach in line with their obligations under legislation.

### ***How can a complaint be made?***

If you are unhappy in relation to how your information is stored or being managed, please contact Oak Tree Alliance at [admin@oaktreealliance.com.au](mailto:admin@oaktreealliance.com.au).

#### **Further Information:**

- Office of the Australian Information Commissioner (OAIC) <https://www.oaic.gov.au/>
- Information Privacy Act 2009 (QLD) <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>
- Privacy Act 1988 (C'Wlth) <https://www.legislation.gov.au/Details/C2014C00076>