

## OPTIFORM PARTICIPANTS' PRIVACY POLICY

Optiform is committed to providing quality services and this policy outlines our ongoing obligations to you with respect to how we manage your personal information.

Optiform has adopted the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988*. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

### **What is Personal Information and why do we collect it?**

Personal information is the detail that identifies you such as your name, address and date of birth. Information about your health is also considered personal. For example, your medical history, professional opinions and supports and services that you use.

Optiform collects personal information from you, from your family, and from health care and service providers in order to effectively plan your therapy, and improve your health and wellbeing.

When Optiform collects Personal Information we will, where appropriate and possible, explain to you why we are collecting the information and how we plan to use it.

### **Disclosure of Personal Information**

Your Personal Information may be disclosed in a number of circumstances including:

- To third parties where you consent to use or disclosure; and
- Where we are required or authorised to do so by law.

### **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be required to provide information to third parties, and be provided with information by third parties. In such cases, we will take reasonable steps to ensure that you are made aware of this.

### **Security of Personal Information**

Optiform is committed to protecting your privacy. We will keep your personal information in a private and secure place on our password-protected computer system. We are committed to handling your personal information in accordance with the law, and comply with the Health Records Act 2001 and other relevant legislation relating to confidentiality and privacy.



Respecting and protecting a person's privacy and having clear and open conversations about the information we collect, receive and store is aligned with Optiform's person-centred values.

Optiform strives to keep your personal and private information in an organised, correct and up-to-date manner. Please tell us if your personal information changes, for example if your address or phone number change.

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

### Access to your Personal Information

You may access the Personal Information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, you will need to make a request of the Director of Optiform by calling (03) 5334 4402. In order to protect your Personal Information we may require identification from you before releasing the requested information.

If we are unable to release your personal information to you, we will provide a clear and open explanation as to why.

### Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take all reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

### Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact our Directors, Meaghan Sullivan or Andrew Sullivan.

UPDATED; January 2020