

## Privacy Policy

Spinal Life Australia (SLA) collects and holds personal information in order to ensure that the most effective services are provided to clients and members.

SLA follows the Australian Privacy Principles (APPs), contained in the Privacy Act 1988 (Privacy Act), in handling personal information from clients, business partners, members, donors, members of the public and employees (including volunteers, contractors and candidates for perspective volunteers or employees).

**Confidentiality:** A principle which states that personal information about others should not be revealed to persons not authorised to receive such information.

**Privacy:** Privacy is the ability of an individual or group to seclude themselves or information about themselves and thereby reveal themselves selectively. The boundaries and content of what is considered private differs between cultures and individuals but shares basic common themes.

**Personal information** in the *Privacy Act 1988*, means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

SLA collects and administers a range of personal information for the purposes of delivering services. Where possible SLA uses information in a de-identified form. Personal information will not be disclosed to third parties without permission, except where permitted or required under the Privacy Act.

The following principles apply within this policy:

- All consent to store and disclose information will be in writing.
- SLA will keep all personal information collected confidential.
- All information collected from clients and members will be limited to that which is relevant and necessary to their involvement with SLA.
- Any information collected for a particular purpose (the primary purpose) will not be used for another purpose (the secondary purpose) unless:
  - the client has consented to the use or disclosure of the information; or
  - the client would reasonably expect SLA to use or disclose the information for the secondary purpose and the secondary purpose is directly or closely related to the primary purpose.
- On request, Clients and members will be provided with access to an independent support person or advocate of their choice to assist them in all matters relating to the collection, storage, disposal and accessibility of personal information.
- SLA will manage unsolicited personal information as per the requirements of APP Chapter 4 (Dealing with unsolicited personal information).
- Clients and members can 'opt out' of receiving information via group text/SMS or emails but in certain situations it may impact on the delivery of supports and services.
- Clients and members will be provided with reasonable access to information held about them and to the mechanisms through which any incorrect or inaccurate information can be corrected.

If a client or member (including prospective clients or members) does not wish to provide personal information, SLA may not be able to provide a service.