

You have a right to access your personal information

Here is how you can do it:

- ⚙ You can ask your support worker for help
- ⚙ You need to complete a form that asks for access to your records and we can help you complete this
- ⚙ This form is called a 'Request to access amend personal information' form
- ⚙ There may be some information we are not able to give to you but we will make sure that we explain this at the time
- ⚙ Sometimes we may have to ask someone else (like a guardian) for approval about what information we can give you
- ⚙ Sometimes it may take us a little while to get the information together that you would like to see – we will let you know how long this might take
- ⚙ We are able to help you work through this information if you wish, or we can help you find someone else to have a look at it with you



We are a Registered NDIS Provider

Contact us

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Bundaberg Central,
Queensland 4670

☎ **T: 1300 7277 01 (1300 SCSS 01)**

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PRIVACY STATEMENT

Purpose, Belonging & Security



Privacy is Important

Southern Cross Support Services (SCSS) has always valued the privacy of personal information. That's why we've put together this statement. It explains how we collect, hold, use and disclose your personal information and who we share it with. SCSS will be bound by the Privacy Act 1988.

This statement is your assurance that we never take your privacy for granted and always take the upmost care in protecting your information. SCSS will:

- Manage personal information in accordance with the law and in an open and transparent way
- Not collect personal information without a person's consent or be unreasonably intrusive
- Not use or disclose an individual's information for the purpose of direct marketing without their consent
- Endeavour to ensure all personal information that is collected is accurate, up-to-date and complete
- Put security measures in place to protect personal and sensitive information from misuse and unauthorised access
- Dispose of personal and sensitive information in accordance with legal and funding body requirements

Why do we collect personal information?

Personal and sensitive information collected by SCSS is only used for the purposes that are directly related to the functions of activities of the organisation. SCSS only collects personal and sensitive information:

- Which is necessary for the lawful provision of services to Clients in accordance with SCSS policies
- Which is given voluntarily and with consent; and
- Which will be stored securely

When collecting personal and individuals regarding:

- The purpose for collecting information
- How the information will be used
- To whom (if anyone) information may be disclosed/shared with and under what circumstances information will be disclosed/shared
- Limits to privacy of personal information
- How an individual and/or their legal guardian
- How an individual and/or their legal guardian can make a complaint about the use of their personal information

Use and disclosure of personal information?

SCSS only uses personal information for the purposes for which permission was given, or for the purposes that are directly related to one of the functions or activities of the organisation.

SCSS will not disclose personal information without consent except for instances where there is an overriding duty to disclose otherwise confidential information, for example:

- To comply with the laws of the Commonwealth, State or Territory or when compelled by a court;
- To comply with a subpoena or summons;
- To protect a child where there are reasonable grounds to believe the child is being harmed or is at risk of harm;
- To prevent or lessen an act of violence or any threat to a person's life, health or property.

 **1300 7277 01**
(1300 SCSS 01)

