



Privacy Policy Statement

Thank you for choosing Boandik for the provision of care and services. To properly attend to your needs we will need to request personal information. Boandik respects your right to privacy and this document has been prepared to advise you of how we deal with information which we collect about you. If you want to know more please do not hesitate to ask us to discuss our privacy policy with you. The privacy policy is available on the Boandik website www.boandik.org.au.

The personal information we collect about you

Prior to or when commencing services we will be asking questions about you to assist in the provision of services. The information we need may include but is not necessarily limited to the following:

- Your name and address details;
- Your date of birth;
- Details of your medical officer (s);
- Information with respect to your current health;
- Your medical history;
- Some financial information and health insurance details;
- Details of family members including spouse, next of kin and persons we may need to contact in an emergency;

We will only ask for information that we need to provide services to you. While you are receiving services from us we may also be recording information about you that is necessary for us to provide services to you.

How the information is used

Any information we may collect about you is placed in a file or on a computer which are kept secure at all times. We assure you that no one who does not have a need to read your file has access to it. The information we collect is used to help in providing a service to you.

You may wish to withdraw your consent. This is your right. It may however affect the service we can provide for you.

We may need to collect some information for purposes that are not related to the reason you came to us. Some of this information may need to be provided to government agencies under particular laws or we may need to use the information ourselves for other purposes. If we do need to use information about you for any other purpose than provision of service we will tell you and obtain your consent before we use the information for these secondary purposes.

Who uses the information

Only those people who need to refer to your file will have access. This will include staff who provide care and services to you. This may include some people who are not staff of our organisation, such as medical officers and allied health staff. At times Boandik may contract services to another organisation and therefore personal information will need to be provided to the contractor. These people need the information so that we can provide appropriate services to you. The information may also be disclosed if it is required by legislation, this includes requirements under the Australian Privacy Principles and the SA Government Information Sharing Guidelines.

How information is protected

All personal information held about you will be continually supervised. Written records will be stored in locked filing cabinets or in other locked storage. Information held on computer will be password protected. We will ensure that information held in electronic form from all electronic data bases is removed from such data bases before the equipment leaves our control. All written information will be destroyed by burning, pulping or shredding if it is no longer needed. Only authorised staff will have access to your records while we hold the information.

Access to records

You may at any time request access to information we hold about you. This is your right. We will not charge you for access but if you wish to have copies of your record you may be requested to pay the costs.

If you only wish to see your record this may be arranged with our staff. If you wish to have a greater degree of access we have a form we would like you to complete so that we may retrieve your file and keep a record of your request.

You may wish to correct information held by us about you. This is your right. If you find an error in your records please advise us, in writing, of the error and we will include your advice on our records. Should the record need to be disclosed to others your correction will be forwarded with the original record.

Destruction of information

Boandik policy is that client personal information is retained for 7 years from services ceasing except for aboriginal clients information which is retained indefinitely. The personal information is then destroyed by confidential shredding of paper documentation and deletion of electronic files.

Complaints about privacy

In the event that you have any complaint about the way we deal with privacy issues, please contact us first. We cannot resolve the issue unless we know about it. You do have the right to contact the Privacy Commission to address the issue. Please advise us if we can do better.

Our contact details are:

Boandik
101 Lake Terrace East
MOUNT GAMBIER, South Australia, 5290

Telephone: 08 8725 7377
Fax: 08 8725 8262
E-mail: livewell@boandik.org.au

Gillian Mc Ginty
Privacy Officer