Privacy Policy

ANFE Community Care (**we**, **our** or **the organisation**) is committed to protecting the privacy of personal information which it collects, holds and administers. The primary purpose for which we collect, hold, use and disclose personal information is to ensure we can provide, administer and improve our services.

The organisation recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other.

ANFE Community Care is bound by the Privacy Act 1988 and the Privacy Amendment Act 2000 which imposes specific obligations regarding the handling of information. The organisation has adopted these respective Privacy Principles as a minimum standard in relation to handling personal information.

Purpose of Data Collection:
ANFE Community Care provides a wide range of services including transport, social support, centre-based respite, in-home support services and disability care. We provide these services to care recipients, service users, participants and clients living in the community. The collection of personal data to the organisation allows us to provide the best possible care to our clients.

If a service user wishes not to provide personal information requested we may be unable to properly determine or provide appropriate services, The option of not identifying yourself or using a pseudonym is available and likely to be most relevant in regards to providing feedback, complaints or a donation to the organisation.

Collection, Use & Disclosure
ANFE Community Care will:
- Only collect information necessary to provide quality community services;
- Notify stakeholders about why information is collected, how it is administered and how their information is accessible to them;
- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose. For other uses we will obtain consent from the affected person.

Data Quality, Security & Retention
To ensure the security and quality of information we will:
- Take reasonable steps to ensure the information we collect is accurate, complete, up-to-date, and relevant to the functions we perform;
- Store collected information with password protection and be made accessible only by authorised personnel. This protects information from misuse, loss, unauthorised access and modification;
- Only destroy records in accordance with the organisation's Administration & Records Management Policy.

Record Privacy
ANFE Community Care will:
- Ensure stakeholders are aware of this Privacy Policy and its purpose;
- Make this information freely available in relevant publications and on the organisation's website;
- Ensure individuals have a right to seek access to their information and correct any inaccurate, incomplete, misleading or out-of-date information;
- Only release personal information after attaining that person's expressed permission through a signed release form;
- Only release information to third parties where it is requested by the person concerned.

Updated - June 2019 *This Privacy Policy is subject to change*