



## PRIVACY INFORMATION

We respect your right to privacy and are committed to safeguarding the personal information you provide to us. The following information is made available to you to explain what information we collect, how it is stored, how it is used, and why. You have a right to access the information we hold on you, and to make a formal complaint if you feel your right to privacy has been breached.

Please ask to talk to the Executive Officer if you have any concerns about your privacy on 6278 9090 or [eo@she.org.au](mailto:eo@she.org.au)

### WHAT PERSONAL INFORMATION IS COLLECTED ABOUT ME?

There are certain personal details that we collect and record in order to be able to provide you with a quality service. Some of the details collected are directly required to provide the service and others need to be collected as part of an agreement with the organisation funding the service. The details we collect include:

- identifying information (including name, date of birth);
- contact information (including address, telephone number);
- people to contact in the event of an emergency (if appropriate);
- details about your past or current circumstances (including health needs if appropriate), and;
- information about the service we provide and what you and SHE have agreed to do.

### HOW IS MY PERSONAL INFORMATION USED?

Your personal information is mainly used by your counsellor to provide support and assistance to you in meeting your needs and achieving your goals. Some non-identifying information is used for statistical and research purposes. In some instances we are required to provide information to the funding body for the service you are accessing.

### HOW IS MY PERSONAL INFORMATION STORED?

Your personal information may be stored in a file that is kept in a secure filing cabinet or is stored on our secure computer system which is password protected.

## HOW LONG IS MY INFORMATION KEPT FOR?

In most instances information collected, including case notes, will be stored for at least 7 years after your last contact with the service. After this time the information will be shredded or erased. If you are under the age of 18, where information is held indefinitely. In some circumstances SHE is required to retain some records for different periods or transfer your information to the funding body when a service ends, more information can be sought from your counsellor.

## WHO HAS ACCESS TO MY PERSONAL INFORMATION?

In most cases your counsellor will be the only person accessing your information. However, if your counsellor is not available and there is a need to access your personal information, this may be done by the other counsellors in the service. In some circumstances the information may be accessed by a supervisor or manager responsible for your counsellor or the service.

## DO YOU DISCLOSE MY PERSONAL INFORMATION TO ANY OTHER SERVICES OR AGENCIES?

Except for the important reasons below your personal information will not be disclosed to any other services or agencies without your permission. If you do give your permission to share your information we will ask that you sign a form. The form will include the information to be shared, the agency/service that it will be shared with and the purpose it should be shared for.

There are some circumstances in which your personal information may be shared without your consent, however SHE Inc. will endeavour to make every possible effort to contact you and discuss the situation with you beforehand. These instances may be;

- Your counsellor makes an assessment that you are likely to harm yourself or others;
- Children in your care are at risk of harm;
- We are required to by legislation, or;
- Your file has been subpoenaed by law.

## HOW CAN I ACCESS AND MAKE ANY CORRECTIONS TO MY PERSONAL INFORMATION?

If you would like access to, or would like to make changes to any of your personal information, please ask your counsellor for more details.

## NEXT STEPS?

Now that you are aware of how SHE uses your personal information we will ask you to sign a form which we use to show that we have explained this to you. You may need a parent, guardian or other responsible person to sign this form with you.