

Policy statement

Life Without Barriers is committed to safeguarding the confidentiality of any personal, sensitive or health information collected about our service users and staff. Individuals have the right to control how their personal information is collected and used. Therefore, Life Without Barriers maintains procedures that protect privacy with regard to the collection, storage and disclosure of personal or health information.

The Privacy Policy applies to all services offered by Life Without Barriers and complies with the Australian Privacy Principles under the Privacy Act 1988 (Cth) (as amended).

Collecting personal or health information

Life Without Barriers will only collect personal, sensitive or health information with consent, except in specified circumstance including (but not limited to) emergencies or as required or permitted by law. Life Without Barriers may also collect personal, sensitive or health information without consent, under special conditions, when providing a health service or when undertaking certain research or management activities.

Life Without Barriers collects information regarding the personal details and health history of service users to ensure the highest quality of service provision. Information regarding staff members is collected for administrative and workplace health and safety purposes. Individuals do not have to supply Life Without Barriers with their personal or health information. However, in such circumstances, Life Without Barriers may not be able to provide services or otherwise engage with the individual.

Using and disclosing personal or health information

Life Without Barriers intends to only use an individual's personal, sensitive or health information in the provision of services relating to service users - or for administrative and or workplace health and safety purposes when relating to staff.

We recognise the importance of individuals providing their personal, sensitive or health information. As such, Life Without Barriers will not use or disclose any information about individuals for other purposes without consent, except in exceptional cases such as if disclosure is required by law or is necessary to protect the rights or property of Life Without Barriers or any other individual or to lessen a serious threat to a person's health or safety.

Life Without Barriers may contact individuals on the phone numbers or at the postal address provided to us for the purposes listed above. If an individual is receiving material from Life Without Barriers that they no longer wish to receive, the individual can request that their details be removed from our mailing list.

Accessing the information we keep

If at any time an individual wants to know what personal information has been provided to us, Life Without Barriers' Privacy Officer can be contacted on the number listed at the end of this document.

Changing and deleting the information we keep

If at any time an individual wishes to change personal information that is inaccurate or out of date, or wishes personal information to be deleted, the Privacy Officer should be contacted on the number below and we will take all reasonable steps to amend it or delete it, unless we need to keep it for legal or contractual reasons.

Right to anonymity

Life Without Barriers understands that an individual may wish to maintain anonymity when transacting with us. We will support an individual's right to this choice in situations where it is lawful and practicable. However this may limit our ability to provide services or assistance.

Storage and security of personal information

Without Barriers will take all reasonable steps to keep secure any information that is held about individuals and to keep this information accurate and up to date, including information that is stored electronically. Our employees and contractors are obliged to respect the confidentiality of any personal information held by us. Life Without Barriers is not, however, responsible for events rising from unauthorised access to an individual's personal information.

Contacting us if there is a problem or question

Contact Life Without Barriers if you have any ongoing concerns or problems with the personal information held because we take these issues very seriously and will work to address any concerns or problems.

If you have any further queries regarding our Privacy Policy, wish to change or delete information, or have a problem or complaint, please contact:

The Privacy Officer
Email: privacy@lwb.org.au
PO Box 2226
DANGAR NSW 2309
Phone: (02) 4033 4500
Fax: (02) 4927 5113