

Handling your personal information

Mission Australia collects, holds, uses and discloses personal information about you in order to best provide the programs and services that we provide. Management of that information is in accordance with the Australian Privacy Principles; the Privacy Act 1988 as well as with Mission Australia's Enterprise Privacy Policy (which is located on the governance page at www.missionaustralia.com.au).

Collecting your personal information

Personal information is information that could identify you. It includes for example your name, age, contact details and who to contact in an emergency.

Personal information will mostly be collected directly from you and is collected to manage your participation in the programs that we provide and to ensure that our services are of a high standard. It will be used to assess your needs, to provide relevant support and necessary assistance that could include counselling, training or other skills or other aid.

We may receive personal information from other organisations such as government agencies and other service providers to allow us to contact you and to help us understand how best to help you. This may include reports on your progress from outside trainers or employers. On occasions, we may check this information with you to make sure that it is correct and up-to-date.

Some information we collect may be sensitive information. This is more than information that could identify you. Examples of sensitive information include:

- Demographic information that may help us to cater to individual needs, such as language spoken at home, ethnicity and, where appropriate, medical, health and disability information;
- Information about your life that will help us work together, such as historical information, strengths, needs, goals, thoughts and feelings;
- Rates of pay, hours worked and information within pay slips or some Centrelink details; and/or
- Bank details for housing or early learning or other services.

Mission Australia will not keep sensitive information about you if it is not relevant to the services you receive. Some sensitive information will be collected to establish your entitlement to those services and to confirm that Mission Australia has abided by conditions set by the organisation that provided funding for those services.

Mission Australia is at times obliged to collect and use identifying numbers issued by some government agencies. This is done according to law or regulation as required by each agency.

Holding your personal information

Mission Australia holds your personal information to enable us to provide the services that we provide. We handle sensitive information with particular care. When you supply private and sensitive information to Mission Australia, it is kept in secured areas in locked filing cabinets and on password protected computer systems and/or in encrypted electronic files.

Access to records containing personal information is generally restricted to those individuals who need it to carry out their work under Mission Australia's programs. This is intended to protect the personal information from misuse, interference, loss, unauthorised modification or improper disclosure.

Sometimes, the personal information is stored on computer systems located overseas. Where this occurs, the information is held there for Mission Australia's use only. No disclosure of personal information is made overseas.

Access & correction of your personal information

From time to time, Mission Australia will seek to confirm the accuracy of the personal and sensitive information that we hold and to bring it up-to-date. This is to help us provide the best services that we can provide for your circumstances. Mission Australia will take reasonable steps to ensure that the person seeking access is in fact the individual to whom the data relates; or is otherwise entitled to access the information.

You can request access to the personal and sensitive information that we hold provided that it is a reasonable request. There may be a fee to do this to cover our costs in providing that access. If access is denied or refused, we will provide reasons for this decision. You may request Mission Australia to correct the information that we hold so that it is accurate and up-to-date. Mission Australia reserves the right to retain any or all of the information that we hold on the premise that it must be available to us so that we can provide the best services that we can provide.

Using your personal information

Your personal information, including sensitive information, is used by Mission Australia to provide the best services to you that we can provide. This may include using it to recommend other services or programs that Mission Australia provides to help you join a different or separate program that fits your needs.

Disclosing your personal information

Mission Australia does not disclose your personal information unless it is necessary to do so. We disclose your personal information to other organisations in certain circumstances with the intent of providing you the best services we can provide. This can occur in circumstances that may include disclosure to:

- Another service provider that provides similar, or additional, programs or services to ours in order for you to transfer to their services,
- A government agency that provides Mission Australia with funding to provide particular programs and services. This occurs when there is an obligation under the funding agreement that we disclose personal information to the government agency,

- An employer if you are in an employment program,
- An educational institution or training organisation for your skills development,
- External contractors providing services to you on behalf of Mission Australia, and/or
- Community or welfare agencies so that they can assist you.

Disclosure of personal information including sensitive information could also occur when:

- Required by law or a court/tribunal order;
- It is necessary to prevent a serious and imminent threat to the life or health of any individual or to public health or safety and it is unreasonable or impracticable to obtain your consent;
- Mission Australia has reason to suspect that unlawful activity, or misconduct of a serious nature relating to our functions or activities has been, or may be, engaged in and collection is believed to be necessary for Mission Australia to take appropriate action in relation to the matter;
- It is necessary for the establishment, exercise or defence of a legal or equitable claim.

Mission Australia may use data hosting facilities which may result in your personal information being stored or transferred to a destination outside Australia, including but not limited to United Kingdom, United States, Canada, and New Zealand.

How to complain about the way we handle your personal information

It is important to us that the highest possible standards are kept when we handle personal information. If you have any concerns, questions or complaints about the way that information is being managed you should speak initially to the officer at Mission Australia you ordinarily have contact with.

If that officer does not attend to your concern, you should approach the Manager of the service you are working with. Where you are not satisfied with the way the Manager has dealt with it, you may speak with the Manager's supervisor. If you are having difficulty identifying the managers you need to speak with, you can contact Mission Australia's Integrity Line on 1800 021 672 or send an email to integrity@missionaustralia.com.au.

Where your query or complaint has not been attended to within a reasonable time or if you believe it has not been attended to in an appropriate way, you can approach Mission Australia's Chief Privacy Officer. This must be done in writing.

MISSION AUSTRALIA
CHIEF PRIVACY OFFICER
GPO BOX 3515
SYDNEY NSW 2000

You can seek advice at any time from the Privacy Commissioner on **1300 363 992** or visit their website at www.oaic.gov.au