**PRIVACY STATEMENT**

ZedCare Ability Services is committed to providing optimal quality care and services to participants, as well as respecting your rights and needs. The right you possess to privacy and confidentiality will be recognised, respected, and protected throughout the duration of being in relation to ZedCare Ability Services. This privacy statement provides the agreeance in which ZedCare Ability Services must comply with the privacy and confidentiality standards in accordance to collecting, maintaining and disclosing your personal information. It is the responsibility that ZedCare Ability Services upholds to comply requirements of the *Privacy Act 1988 (Cth)*.

WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

Personal Information is the personal data an individual has articulated and is utilised to identify the individual. Personal information includes the information regarding ones previous and current health status, information relating to their physical or mental health.

Examples of Personal Information we will collect includes names, addresses, email addresses and phone numbers, health records].

There are various ways in which we intend to collect the required personal information. This includes interviews, correspondence, by telephone, by email, via our website, videos, photos, sound recordings, from other publicly available sources and from third parties

ZedCare Ability Services will only request to access, collect and maintain personal information that is necessary. The following outlines the reasons as to why ZedCare Ability Services may need to access, store and gather this information:

* To ensure that your eligibility of support is assessed, to ensure you are receiving the appropriate care and services that is in accordance with your health requirements.
* Provide adequate, safe and responsive support.
* Monitor all of the supports that are provided; and
* fulfil contractual and other requirements to provide non-identifying data and statistical information to government agencies.

When we have collected personal information, we will thoroughly communicate to you the intention of collecting the information and the ways in which it will be utilised.

THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, there may be a potential circumstance that information may be provided to us by an external third party (such as other disability services). A third party. In the event that this situation arises, ZedCare Ability Services will ensure that you have been notified and made aware of the information that we received from the third party.

DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information will only be disclosed:

* To prevent or lessen a serious and imminent threat to the life or health of you or another person;
* To external agencies providing that either yourself or represented have given permission to do.
* With the written consent from an individual that obtains lawful authority.
* When it is required by law, or to fulfil legislative obligations such as mandatory reporting.

SECURITY AND DESTRUCTION OF PERSONAL INFORMATION

Your Personal and Health Information will be stored and maintained adequately within ZedCare Ability Services, to ensure that it is protected from unauthorised access, misuse or disclosure.

Where your Personal and Health Information is no longer required for the initial purpose for which it was obtained, we will take reasonable protocols to destroy or permanently de-identify it.

We will retain and dispose of your Personal and Health Information in accordance with our *Privacy and Confidentiality Policy and Procedure*.

ACCESS TO YOUR PERSONAL INFORMATION

As it is your Personal or Health Information that is collected, you are eligible to access all personal data. You will need to speak to a staff member of ZedCare Ability Services to assist you with this. You may wish to access you personal or health information to update or correct it or subject to certain exceptions. If you wish to access your Personal or Health Information, please speak to a staff member.

In order to protect your Personal or Health Information we may require identification from you before releasing the requested information.

You have the right to:

* Request access to personal information that we have collected based on you.
* Access this information without evidence and approval.
* Make corrections or amendments to your information if it is considered not accurate, complete or up to date.

However, access to this information may not be approved as a result of:

* Denying access is required or authorised by or under law.
* The request is frivolous or vexatious.
* Providing access would have an unreasonable impact on the privacy of other individuals;
* Providing access would be likely to prejudice an investigation of possible unlawful activity;
* Providing access would pose a serious and imminent threat to the life or health of any individual; and

We strive to address all requests to access or correct information within 2 working days. We will not charge a fee for you to access your Personal and Health Information. However, an administrative fee may be required but this will only be determined by providing a copy of your information.

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

ZedCare Ability Services stresses the importance of ensuring all personal and health information that is collected, is a reflection of true current data of yourself. We will take the appropriate and correct approaches to ensure that your information is accurate and complete. If you have reason to believe that the information you have provided to us is inaccurate, please notify the staff of ZedCare Ability Services. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

COMPLAINTS AND ENQUIRIES

If you have any queries, comments or complaints about this Privacy Statement please contact ZedCare Ability Services

* By phone on: 0424733285; or
* By email to: info@zedcare.com.au;

If the above listed forms of submission is not a comfortable choice for you, alternatively you can speak directly to the [[Privacy Officer]/[Position Title] who will record your enquiry or complaint and ensure it is followed.

Complaints about privacy matters can also be lodged by placing a completed Feedback and Complaints Form in the Suggestion Box

All feedback and complaints regarding privacy will be dealt with in accordance with our *Feedback and Complaints Policy and Procedure* [or equivalent].

SUPPORTING DOCUMENTS

Documents relevant to this policy:

* Participant Security of Tenure and Participant Rights and Responsibilities Policy and Procedure.
* Records and Information Management Policy and Procedure.
* Privacy and Confidentiality Policy and Procedure.
* Feedback and Complaints Policy and Procedure.

MONITORING AND REVIEW

This Privacy Statement, along with ZedCare Ability Services *Privacy and Confidentiality* and *Records and Information Management* policies and procedures will be formally reviewed at least annually. Formal reviews will include participant, staff and other stakeholder feedback.

ACKNOWLDGED

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Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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By signing and acknowledging the above privacy statement I understand all acknowledged information.