

Privacy Policy



In this policy we will refer to Mosaic Multicultural Connections as *Mosaic* or *we*.

Introduction

The purpose of this policy is to outline our privacy practices including how we collect and manage your personal information, why we collect it, how you may access and correct records containing your personal information and how you can make a complaint about the way we have handled your personal information.

The main things about your privacy at Mosaic

Mosaic recognises and respects your right to privacy, dignity and confidentiality.

Privacy means

- Things we know about you
- What we do with the information we know about you.

There are laws to protect your personal information. Mosaic follows those laws.

We will keep your information private. This means we will not tell people about your information unless you give us permission, or the law tells us to.

What information we collect

We collect information from you to help us assist and support you and provide the services you ask for. We get information about these things.

Your name address and contact details.

Your health and other medical information including your Medicare number.

Financial information such as your income or your pension details.

Case notes done by our workers.

Information about the services and supports we provide to you.

Please tell us if you don't want to share some information with us.

How we get your information

Most of the time we ask you directly for your information, or by phoning you, or by email.

We get information about you when you visit our website or Facebook or other social media.

We will always tell you how we are going to use your information.

When you give us consent or permission, we can get information about you from other people too.

How we use your information

We only use your information for the reason or purpose you gave permission for. This is usually to provide you with the assistance, services and supports you ask for.

If we need to use it for something else, we must ask for your permission first.

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How and when we share your information

Sometimes we need to give information about you to a Government Agency. If we can, we remove anything that can identify you.

Sometimes we will need to give your information to someone else without your permission. This happens when

- The law tells us to do so, or
- We believe that it is to stop you or someone else from getting hurt or dying, or
- To find you if you get lost.

Australian laws protect your privacy

In Australia, we have laws about privacy and confidentiality. These laws require us to

- Keep all information we have about you safe
- Tell you what we are going to use your information for
- Allow you to see your information and change it when you ask us to
- Ask you to tell us if you are not happy with the way we have used your information.

When you want to complain about how we use your information

If you feel that we have not kept your information private, you can send us a complaint

- By visiting our website and completing the complaint form
- Send us an email to info@mosaicmc.org.au
- Call us on the phone 02 4969 3399
- Talk to one of our workers

If you are not happy with the way we have helped you with your complaint, you can complain to the Australian Information Commissioner (OAIC) at:

<http://www.oaic.gov.au/consumer-data-right/consumer-data-right-complaints/how-to-make-a-consumer-data-right-complaint>