

<b>Guide4Sight Policy</b>	<b>G4SP6</b>
<b>Privacy and Security Policy</b>	
<i>Creation Date: 11 July 2017</i>	<i>Review: 10 October 2018</i>

## 1. Purpose

This Privacy policy sets out how Guides 4 Sight complies with its obligations under the Privacy Act regarding collection, disclosure, storage, security and access to personal information of its clients, customers, donors, associated organisations and employees.

## 2. Scope

Guides 4 Sight is committed to ensuring the protection of all personal information collected during the course of normal business from its clients, customers, donors, associated organisations and employees.

## 3. Definitions

Privacy Act 1998 (Privacy Act)  
National Standards for Disability

## 4. Your Privacy

**4.1** Guides 4 Sight will only collect personal information necessary to deliver agreed services, conduct business activities that support the delivery of services to you and to receive payment for services provided to you.

**4.2** Information collected of a personal nature may include (however is not limited to, emergency or family contact information, Confirmation of funding availability, method of payment, Copy of funding information, information relevant to specific disability or circumstances and preferred method of communication that will enhance our services to assist you.

**4.3** You may request access to your personal information recorded by Guides 4 Sight and where practicable supervised access may be arranged. Where this will require a significant allocation of resources, an administration fee may be charged. A quote will be provided prior to commencement quoting an hourly rate and an estimated expected timeframe. This may differ to actual time taken however you will be notified if the quoted amount is likely to be exceeded.

## 5. Organisational Commitment

We respect your privacy and protection of personal information is extremely important to Guides 4 Sight.

- 5.1 Information collected will be with consent, and used lawfully. Information will not be released to another party outside our organisation unless it is a requirement by law.
- 5.2 All personal information collected will be handled in accordance with the Australian Privacy Principles (APPs) outlined in the Privacy Act and WA State legislation.
- 5.3 Guides 4 Sight take reasonable steps to protect your personal information. Electronic and hard copies of information are stored securely ensuring information is only accessible by Guides 4 Sight authorised personnel.
- 5.4 Information will be destroyed as applicable, meeting legal requirements for retention and destruction of personal information.
- 5.5 Update or correction of information is required from time to time and will be carried out as soon as practicable.
- 5.6 A request received directly by a representative of Guides 4 Sight from a client, customer, donors, associated organisations and employee will be given priority to ensure the accuracy of Guides 4 Sight records data base.
- 5.7 We will collect statistical data related to the use of our website for example; how many people have viewed our website and which information was the most visited. We will use information like this to keep our website up to date and make sure the information provided is as relevant as possible and that we continually improve our services. For us to deliver meaningful services, we use this information to research and look for related services or activities that may interest our clients for their continued independence and life style choices.
- 5.8 All employees sign an organisation confidentiality agreement protecting your information and that of the company.

## 6. Further Information

Privacy Law is regulated by the *Australian Information Commissioner*. Further information can be obtained from their website [www.oaic.gov.au](http://www.oaic.gov.au)

Guides 4 Sight may update this privacy policy to reflect changes in legislation or internal improvements. A copy will be included on our website [www.guides4sight.com.au/privacypolicy](http://www.guides4sight.com.au/privacypolicy)

All feedback, complaints or enquiries can be made either directly by calling 0438 599 956, by email to [christine@guides4sight.com.au](mailto:christine@guides4sight.com.au) or via our website at [www.guides4sight.com.au/complaints/enquiries/compliments](http://www.guides4sight.com.au/complaints/enquiries/compliments)

<b>Privacy and Security Policy</b>		<b>Policy No: G4S6</b>
<b>Date</b>	<b>Changes</b>	<b>Authorised</b>
11/7/2017	Creation of document	CMT
8/10/2017	Change of template & completion of draft	CMT