

Privacy and Security

Date Created: 11 July 2017

Review: 18 May 2024

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. Legislation

[Privacy Act 1998 \(Privacy Act\)](#)

[National Standards for Disability](#)

4. Definitions

‘**Employees**’ includes office staff, support workers, coordinators, casual staff, volunteers or contractors who represent Guides 4 Sight in any capacity.

5. Your Privacy

5.1 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.

5.2 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.

6. Organisational Commitment

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

- 6.1 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.
- 6.2 All personal information collected will be handled in accordance with the Australian Privacy Principles (APPs) outlined in the Privacy Act and WA State legislation.
- 6.3 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.
- 6.4 Information will be destroyed as applicable, meeting legal requirements for retention and destruction of personal information.
- 6.5 Update or correction of information is required from time to time and will be carried out as soon as practicable. Where new information is received by a representative of Guides 4 Sight (from a client, customer, donors, associated organisations or employees) ensuring the accuracy of our records' data base is given the highest priority.
- 6.6 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. Information like this will be used 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 lifestyle choices.
- 6.7 Social Media and Protection of Privacy - Guides 4 Sight are committed to protect all private and confidential information. This includes personal information such as name, address, date of birth, health or disability information and digital or visual images including audio. This means we will not tell people about it unless the law says we have to. From time-to-time Guides 4 Sight may like to use digital media and/or images taken at events, for promotional purposes only such as on our website or brochures. Refer to our Service Agreement and Authority to Act for client authorization.

6.8 All employees sign an organisation confidentiality agreement protecting your information and that of the company.

Request for Information

You may request access to your personal information recorded by Guides 4 Sight and where practicable supervised access may be arranged. Where this requires 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.

7. Further Information

Privacy Law is regulated by the *Australian Information Commissioner*. Further information can be obtained from 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:

<https://guides4sight.com.au/Privacy-and-Security>

All feedback, complaints or enquiries can be made directly by calling 0438 599 956, by email: christine@guides4sight.com.au or via our website:

<https://guides4sight.com.au/Feedback-Compliments-and-Complaints-Form>

Privacy and Security Policy		POL6
Date	Changes	Authorised
11/07/2017	Creation of document	CMT
08/10/2017	Change of template & completion of draft	CMT
11/07/2018	Reviewed	CMT
19/03/2020	Reviewed	CMT
16/04/2020	Updated	AJB
27/05/2021	Updated and formatting edited	VRP
16/11/2021	Updated – Social Media	VRP
18/05/2022	Reviewed	VRP
18/05/2023	Reviewed and new logo added	VRP