

Complaints about your privacy

If you feel your personal or sensitive information has not been treated with privacy, you may contact the Activ Privacy Officer to discuss your concern.

If we have not been able to fix your concern, you can tell the Privacy Officer that you want to make a formal complaint.

After you have made a formal complaint and you still have concerns about your privacy, you can complain to the Privacy Commissioner. You can ask the Privacy Officer about how you can complain to the Privacy Commissioner.

Privacy Policy

If you would like a copy of Activ's Privacy Policy, please contact one of our staff members or our Privacy Officer..

“Activ will ensure we have your consent before we give other service providers your personal and/or sensitive information”



Privacy Information for Clients

Privacy Officer

If you would like information or advice about privacy, you may contact the

Privacy Officer:

Phone: 9387 0555

E-mail: Privacy@activ.asn.au.

Your Privacy. Your Choice.

Activ

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Wembley, WA 6014

Phone: (08) 9387 0555

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Activ Foundation Inc.

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ABN 11 553 592 765

Members' Liability Limited

About us

Activ is a not-for-profit organisation that provides a range of services for people with disability enabling them and their families to pursue a better life.

We respect and value the privacy of all information we collect and hold about you by complying with:

- the Commonwealth Privacy Act 1988 and associated National Privacy and Information Privacy Principles; and
- both the Commonwealth and State Disability Services Standard 4: Privacy Dignity and Confidentiality;

Activ conducts regular privacy audits to ensure that your information is kept private and that we comply with the law.

How and where does Activ keep my information?

Activ respects and values the privacy of all your information. All the personal and sensitive information we collect about you is kept safe and secure. We keep your information in files stored in locked filing cabinets and/or offices, and/or on computers that have security controls.

Why does Activ collect this information?

Activ collects information to enable us to provide services for you and your family.

What information is protected?

The privacy law provides protection of your personal and sensitive information.

What is “personal information”?

Personal information relates to information or an opinion that can identify you. Examples of personal information include your name, date of birth, home address, telephone number and photos or videos.

What is "sensitive information"?

Sensitive information relates to information about your disability, race, religion, health, criminal history, trade union membership, political membership and sexuality. The privacy law provides greater protection of your sensitive information by requiring Activ to obtain your approval before collecting such information.

Your rights

The Privacy Act gives you the following rights:

- to have your information kept private and protected so that only certain people can see and use your information;
- to be told why your information is being collected and how it will be used;
- to have your information stored securely;
- to see what information is kept about you;
- to ask for your information to be corrected if it is not right; and
- to complain if you believe your information has not been kept private.

Who at Activ can access my information?

Only those staff members who are responsible for providing a service for you have access to your personal and sensitive information.

Who else can have access to my information?

Activ will ensure we have your consent before we give other service providers your personal and/or sensitive information.

For example, as part of providing a service for you, we may have to give your personal and/or sensitive information to Silver Chain.

However there are times when we cannot always obtain consent, for example in emergency situations where you may be in danger and we need to provide your personal and/or sensitive information to a medical doctor or an ambulance driver.

How to access and/or correct your information

You can talk to Activ's staff about how you can access your information.

After you have seen your personal and/or sensitive information held by Activ, you can ask a staff member to change the information if it is not correct. The staff will attach the changes to the original document.