

Privacy Policy

Policy Statement

Lifeline Gippsland is committed to providing quality services and meeting our obligations in respect to how we manage personal and sensitive information. Lifeline Gippsland will comply with the Australian Privacy Principles (APPs) which govern the way in which we collect, use, disclose, store, secure and dispose of personal information.

Procedure

While Lifeline Gippsland treats personal and health information confidentially, it recognises that there are certain situations in which the Australian Privacy Principles authorise the collection, use or disclosure of personal or health information. This includes, but is not limited to situations where:

- Lifeline Gippsland believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health or safety or a serious threat to public safety;
- The use or disclosure is authorised by law.

Collection

Lifeline Gippsland will:

- Collect information that is necessary for its performance and primary function.
- Collect information that is necessary to provide a service.
- Notify individuals about why we collect the information and how it is administered.
- Notify individuals that this information is accessible to them.
- Where possible collect personal information from the individuals themselves.
- If collecting personal information from a third party, ensure the individual has provided consent, be able to advise the individual to whom it relates and from whom their personal information has been collected.
- Collect sensitive information with the individuals consent.

Use and Disclosure

Lifeline Gippsland will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- In relation to a secondary purpose, use or disclose the personal information only where:
 - A secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
 - The person has consented; or
 - Certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- Not disclose personal information to third parties without the consent of the individual.
- Not disclose personal information to an individual or organisation located outside of Australia and may only do so where consent from the individual has given consent or we otherwise have consent under applicable laws.

Storage

Lifeline Gippsland will:

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorised access, interference, unauthorised modification or disclosure.

- Before transfer of any personal information to an overseas recipient including a provider of IT services such as servers or cloud services, establish that they are compliant with the Australian Privacy Standards.

Data Quality

Lifeline Gippsland will:

- Take reasonable steps to ensure the information it collects is accurate, complete, up to date, and relevant to the functions we perform.

Destruction and De-identification

Lifeline Gippsland will:

- Destroy records in accordance with the organisation's Document and Records Management Policy.
- Where possible, de-identify an individual's information by using a pseudonym or by treating it anonymously if requested.

Access and Correction

Lifeline Gippsland will:

- Ensure individuals have the right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date. Any individual wishing to inquire about any personal information held about them should contact the Chief Executive Officer (CEO).

Transparency

Lifeline Gippsland will:

- Ensure individuals are aware of Lifeline Gippsland's Privacy Policy and its purposes.
- Make the Privacy Policy freely available on request and available on Lifeline Gippsland's website.

Complaints

- An employee or volunteer wishing to make a complaint about a privacy issue should follow the Grievance and Dispute Resolution policy.
- A person who has engaged with LLG wishing to make a complaint about a privacy issue can complete a Complaints & Feedback Form which is available at www.llg.org.au or by contacting the Lifeline Gippsland office.

Definitions

- Personal Information – Information or an opinion about an identified individual, or an individual who is reasonably identifiable:
 - Whether the information or opinion is true or not; and
 - Whether the information or opinion is recorded in a material form or not.
- Sensitive information – Information or opinion about an individual's racial or ethnic origin, political opinion, religious beliefs, sexual orientation or criminal record, provided the information or opinion otherwise meets the definition of personal information.

Reference Documents

- Privacy Act 1998
- Privacy & Data Protection Act 2014
- Health Records Act 2001

- [Australian Privacy Principles](#)
- www.privacy.gov.au
- HR PP 5.9 Grievance and Dispute Resolution Policy
- HR PP 5.36 Data Breach Policy
- OM PP 3.8 Complaints & Feedback Process
- OM PP 3.7 Documents & Records Management

Record of Review

Version	Review Date	Review Next Due	Lead by	Amendments
V3	January 2024	June 2024	Michelle Possingham, CEO	Added reference to Data Breach Policy.