

# Your Rights to Privacy

PANDSI is committed to protecting and upholding the rights of our clients to privacy; in the way that we collect, store and use information about you, your needs and the services we provide you.

PANDSI is subject to the following legislation:

- Health Records (Privacy & Access) Act 1997
- Federal Privacy Act (1988) and the Australian Privacy Principles, which govern the collection, use and storage of personal information

PANDSI collects information about you by communicating with you and other persons such as service providers, government agency representatives, friends, family members etc. with whom you have authorised PANDSI to communicate.

PANDSI staff will only collect personal information by lawful and fair means, and with your permission. PANDSI will not collect personal information unless the information is reasonably necessary for the organisation's functions or activities.

PANDSI staff will ensure that you are aware that PANDSI is collecting personal information about you, either at or before the time of collection or, if that is not practicable, as soon as practicable after.

You have the right to be told what information is being collected, and how your privacy will be protected.

You have the right to have access your data, to make comments and offer corrections to the information.

All employees and volunteers are made aware PANDSI's Privacy Policy and are regularly reminded of the importance of privacy and their obligations to protect client privacy.

PANDSI has procedures in place if you have a complaint or grievance, including about a breach of the Australian Privacy Principles.

PANDSI does not authorise disclosure of information to outside organisations except where this is required by law, eg. when it is reasonably believed that there is a risk of harm to a client, a child or another person; or as part of legal proceedings.

PANDSI information systems include data storage on a cloud-based server.

## Collection Notice

PANDSI may from time to time contact you with information about our services, events and activities. This may include newsletters, fundraising activities and invitations. If you do not wish to receive this information please let us know.

## Confidentiality and Consent Statement

- PANDSI is committed to protecting and upholding the right to privacy of clients as outlined by the *Health Records (Privacy & Access) Act 1997*, as well as the *Federal Privacy Act 1988*, as amended in 2014 and the Australian Privacy Principles.
- PANDSI will collect some demographic information as well as ask you some questions about your current mental health, mental health history, support system and health care providers.
- This information is required to be collected by PANDSI and the program funding organisation.
- The information you share with PANDSI will be recorded on the secure client database and a hardcopy of your intake interview record will be kept securely at PANDSI.
- Some demographic information may be de-identified and reported as required by the service funding agreement.
- With regard to the questionnaires you will be asked to complete, only your overall score on the EPDS will be reported in a de-identified format.
- Your records will be confidential within the PANDSI service. This means that any of the Support Workers at PANDSI may provide PANDSI services to you and have access to your file.
- Please be aware that any information you share or disclose with a Support Worker will be recorded on your file and will be available to the support team as a whole.
- The only time your information will be shared with anyone outside of PANDSI is if legally obliged, or in the case that we felt that you were in danger of harming yourself or someone else, or your own safety was compromised. In that case only enough information to ensure your safety will be shared with appropriate professionals or emergency services.
- In cases where PANDSI communicates with other agencies on your behalf, for example during a referral process, PANDSI will first seek your permission to share information from your record.
- If you would like further information about your rights to privacy please refer to the aforementioned Acts.
- Do you consent to sharing this information with these conditions?

Signed .....

Date .....