

CDNI Care

Privacy Consent Form

CDNI Care respects your privacy. This statement explains how we collect, use and disclose information your personal information and sensitive information and obtains your consent to such collection, use and disclosure.

1.1 What is personal information?

Personal information means information or an opinion (whether true or not and whether recorded in a material form or not) about an individual who is identified or reasonably identifiable from the information.

1.2 What is sensitive information?

Sensitive information is a subset of personal information that is generally afforded a higher level of privacy protection. Sensitive information includes health and genetic information and information about racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual preferences or practices, criminal record and some types of biometric information.

1.3 The personal information that CDNI Care collects

The personal information that CDNI Care collects from a Client includes their:

- (a) name, address, telephone and email contact details;
- (b) gender, date of birth and marital status, information about their disability and support needs;
- (c) health and medical information;
- (d) Medicare number and other identifiers used by Government Agencies or other organisations to identify individuals;
- (e) financial information and billing details including information about the services individuals are funded to receive, whether under the NDIS or otherwise;
- (f) records of interactions with individuals such as system notes and records of conversations individuals have had with CDNI Care's employees; and
- (g) information about the services CDNI Care provides to individuals and the way in which CDNI Care will deliver those to individuals.

Typically, CDNI Care does not collect personal information in the form of recorded material in audio and/or visual format.

1.4 Sensitive information and protection of dignity

CDNI Care only collects sensitive information where it is reasonably necessary for CDNI Care's functions or activities and either:

- (a) the individual has consented; or
- (b) CDNI Care is required or authorised by or under law (including applicable privacy legislation) to do so.

For example, in order to provide CDNI Care's services to a Client or to respond to a potential Client's inquiries about services, CDNI Care may be required to collect and hold their sensitive information including health and medical information and information relating to their disability and support requirements.

CDNI Care Privacy Consent Form

CDNI Care will treat Clients with dignity and respect and as far as reasonably practicable protect the privacy and dignity of each Participant and, in particular, their sensitive information.

1.5 What if a Client doesn't provide CDNI Care with their personal information?

The nature of the business carried on by CDNI Care means that, generally, it is not possible for CDNI Care to provide services or supports to Clients or otherwise deal with individuals if a Client does not provide their personal information to CDNI Care.

1.6 How CDNI Care collects personal information

CDNI Care collects personal information in a number of ways, including:

- (a) through CDNI Care's website;
- (b) when individuals correspond with CDNI Care (for example by letter, fax, email or telephone);
- (c) on hard copy forms;
- (d) in person;
- (e) from referring third parties (for example, the National Disability Insurance Scheme or a support coordinator);
- (f) at events and forums; and
- (g) from third party funding and Government Agencies.

1.7 Why does CDNI Care collect personal information?

The main purposes for which CDNI Care collects, holds, uses and discloses personal information are:

- (a) providing individuals with information about CDNI Care's services and supports.
- (b) answering their inquiries and deliver service to Clients.
- (c) administering CDNI Care's services and supports and process payments.
- (d) conducting quality assurance activities including conducting surveys, research and analysis and resolving complaints.
- (e) complying with laws and regulations and to report to funding and Government Agencies.
- (f) promoting CDNI Care and its activities, including through events and forums.
- (g) conducting research and statistical analysis relevant to CDNI Care's activities (including inviting individuals to participate in research projects and activities).
- (h) reporting to funding providers.
- (i) recruiting employees, contractors and volunteers.
- (j) processing payments.
- (k) answering queries and resolving complaints.
- (l) evaluating CDNI Care's work and reporting externally.

CDNI Care Privacy Consent Form

- (m) carrying out internal functions including administration, training, accounting, audit and information technology.
- (n) other purposes which are explained at the time of collection or which are required or authorised by or under law (including, without limitation, privacy legislation).
- (o) purposes for which an individual has provided their consent.
- (p) for research, evaluation of services, quality assurance activities, and education in a manner which **does not identify individuals**. If individuals do not wish for their de-identified data to be used this way, they should contact CDNI Care.
- (q) to keep individuals informed and up to date about CDNI Care's work, for example, changes to the National Disability Insurance Scheme or information about disability supports, either where CDNI Care has their express or implied consent, or where CDNI Care is otherwise permitted by law to do so. CDNI Care may send this information in a variety of ways, including by mail, email, SMS, telephone, or social media.
- (r) where an individual has consented to receiving marketing communications from CDNI Care, that consent will remain current until they advise CDNI Care otherwise. However, individuals can opt out at any time.
- (s) to manage and improve users' experience on the CDNI Care website using "cookies". A cookie is a small text file that CDNI Care's site may place on their computer as a tool to remember their preferences. Individuals may refuse the use of cookies by selecting the appropriate settings on their browser.
- (t) to tailor advertising, both on CDNI Care's website and through advertising networks on other websites, based on their visits or behaviour through cookies on their device. Individuals can control how cookies are used and for what through the settings on their chosen browser.
- (u) to track visits to the CDNI Care website, using this information to track the effectiveness of the website. While this data is mostly anonymous, sometimes CDNI Care will connect it to individuals, for instance in personalising a webpage, or pre-filling a form with their details. For more information on CDNI Care's analytics tools, read Google's privacy policy.

1.8 Can I withdraw or amend my consent to the use of my personal information?

A Client may withdraw or amend their consent to CDNI Care using their personal information at any time by written notice to CDNI Care. The nature of the business carried on by CDNI Care is that, generally, it is not possible for CDNI Care to provide services or supports to Clients or otherwise deal with individuals if a Client withdraws or amends their consent.

1.9 What third parties does CDNI Care disclose personal information to?

CDNI Care may disclose personal information to third parties where appropriate for the purposes set out above, including disclosure to:

- (a) CDNI Care's funding providers;
- (b) government and regulatory bodies, including the National Disability Insurance Agency, Medicare, the Department of Social Services, the Department of Health & Human Services, and the Australian Taxation Office;
- (c) people acting on their behalf including their nominated representatives, legal guardians, executors, trustees and legal representatives;

**CDNI Care
Privacy Consent Form**

- (d) the police, or to the Disability Services Commissioner, or to comply with compulsory notices from courts of law, tribunals or Government Agencies;
- (e) financial institutions for payment processing;
- (f) referees whose details are provided to CDNI Care by job applicants; and
- (g) CDNI Care's contracted service providers, including:
 - (1) information technology service providers
 - (2) invoice processing service providers
 - (3) conference, function and training organisers
 - (4) marketing and communications service providers including call centres
 - (5) research agencies
 - (6) freight and courier services
 - (7) printers and distributors of direct marketing material including mail houses
 - (8) external business advisers (such as recruitment advisors, auditors and lawyers).

In the case of these contracted service providers, CDNI Care may disclose personal information to the service provider and the service provider may, in turn, provide CDNI Care with personal information collected from individuals in the course of providing the relevant products or services.

1.10 How is personal information stored and used?

- (a) CDNI Care holds personal information in a number of ways, including in hard copy documents, electronic databases, email contact lists, and in paper files held in drawers and cabinets. Paper files may also be archived in boxes and stored offsite in secure facilities.
- (b) CDNI Care must take reasonable steps to:
 - (1) make sure that the personal information that CDNI Care collects, uses and discloses is accurate, up to date and complete and (in the case of use and disclosure) relevant;
 - (2) protect the personal information that CDNI Care holds from misuse, interference and loss and from unauthorised access, modification or disclosure; and
 - (3) destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the Australian Privacy Principles, subject to other legal obligations and retention requirements applicable to CDNI Care.
- (c) Unfortunately, there are inherent risks in the management of personal information and CDNI Care cannot and does not guarantee that unauthorised access to individuals personal information will not occur.
- (d) CDNI Care employees must only access and use personal information for a valid work purpose. When handling personal information, employees should:
 - (1) confirm recipient details before sending faxes or emails;

**CDNI Care
Privacy Consent Form**

- (2) always store any hard copies of confidential information that is not being used in a secure cabinet or room;
 - (3) be aware of the surroundings and people nearby;
 - (4) limit taking hard copy information away from secure sites;
 - (5) secure information when travelling e.g. in briefcase, folder etc.;
 - (6) dispose unneeded copies of information securely; and
 - (7) ensure the information is available to people who need to access it.
- (e) CDNI Care employees may only share personal information as set out under this policy and in circumstances permitted under law.

1.11 How is personal information kept secure?

The steps CDNI Care takes to secure the personal information CDNI Care holds include:

- (a) website protection measures (such as encryption, firewalls and anti-virus software);
- (b) security restrictions on access to CDNI Care's computer systems (such as login and password protection) and cloud based storage (using Google Drive and OneDrive),
- (c) controlled access to CDNI Care's premises
- (d) personnel security (including restricting the use of personal information by CDNI Care employees to those who have a legitimate need to know the information for the purposes set out above); and
- (e) training and workplace policies.

Consent

You, the undersigned, acknowledge that you have read and understood each of the statements in this Privacy Consent Form and voluntarily consent to your Personal and Sensitive Information being collected, used and disclosed by CDNI Care as indicated above.

Name

**CDNI Care
Privacy Consent Form**

Signature

Date: