



Ngalla Maya Aboriginal Corporation
50 Belvidere Street, Belmont
WA 6104
Ph: (08) 9478 6000
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PRIVACY AND CONFIDENTIALITY POLICY

Ngalla Maya is committed to protecting your privacy and personal information. Ngalla Maya will have clear and transparent policies and practices related to your privacy, our records management and our information technology systems. Ngalla Maya will comply with all relevant Australian Privacy Laws and Regulations.

1. PURPOSE

This Privacy Policy outlines how Ngalla Maya collects, stores, uses, discloses and otherwise handles personal information. It also seeks to explain how you can ask to access and correct the personal information we hold about you or complain about any suspected privacy breach.

This policy applies to all clients, staff, volunteers, contractors, donors and students of Ngalla Maya.

2. THE PRIVACY ACT 1998 (PRIVACY ACT)

Ngalla Maya is bound by and complies with the Privacy Act and the 13 Australian Privacy Principles (APP's) which regulate how we collect, store, use and disclose your personal information, and how you can access and correct personal information we hold about you.

For more information about the Privacy Act or your rights, please visit the website of the Office of the Australian Information Commissioner: <https://www.oaic.gov.au/>

3. WHY DO WE COLLECT YOUR PERSONAL INFORMATION

Ngalla Maya only collects information that we need to support you and to make sure our services are safe and lawful.

We will always ask you for your consent before we collect or disclose your information.

We collect information from all our services to provide, maintain, protect, develop and improve them.

The type of information we collect will depend on the type of interaction or service that you have with us.

4. HOW AND WHAT INFORMATION DO WE COLLECT

Ngalla Maya collects personal information through a variety of methods:

- Paper based forms;
- Face to Face meetings;
- Electronic Forms (including on-line forms);
- Telephone conversations;
- Emails;
- Faxes;
- Referral forms;



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- CCTV footage; and
- Ngalla Maya website and social media pages.

Depending on if you are a staff, volunteer, contractor, donor, partner, funder, grant supplier or student we need to collect different types of information about you.

The types of information we may collect are:

- Names, addresses and contact details;
- Photographs, video recordings and audio recordings;
- Information about personal circumstances (e.g. marital status, age, gender, occupation, accommodation and relevant information about your partner, children, guardian);
- Information about financial affairs (e.g. payment details, bank account details and information about business and financial interests);
- Information about identity (e.g. date of birth, country of birth, nationality, passport details, visa details, drivers licence, birth certificates);
- Information about your employment (e.g. work history, referee comments, remuneration);
- Information about your background (e.g. education qualification, the language you speak);
- Government identifiers (e.g. Centrelink Reference Number, Tax File Number)
- Information about assistance provided to you under government funding arrangements;
- Your health (including information about your medical history and any disability or injury you may have); and
- Police checks and working with children checks for staff, volunteers and students.

5. KEEPING YOUR INFORMATION SECURE

Ngalla Maya takes your privacy seriously. We have a records management policy and an information technology policy to ensure all paper and electronic copies of your information are stored securely and our staff are trained about the importance of privacy and confidentiality. Access to your personal information is restricted to staff who need it to provide services to you.

We will comply with the notification and other requirements of the Privacy Act where your personal information held by us has been inadvertently lost or disclosed or improperly accessed and that loss, disclosure or access may result in serious harm to you.

6. INFORMATION WE SHARE

We do not share your personal information with companies, organisations or individuals outside of Ngalla Maya unless:

- We have your consent to do so;
- For legal reasons to meet any applicable law, regulation, legal process or enforceable governmental request;
- there is a serious and imminent threat to an individual's or other's life, health, or safety; or
- the disclosure relates to significant criminal behaviour, and is made to authorities with responsibility for dealing with such behaviour, and disclosure is not outweighed by other privacy principles.



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When personal information is used or disclosed, in accordance with the above, a written note of the use or disclosure must be made in the individual's record. Any staff member involved in making this disclosure will not make the decision to do so alone, but will liaise with their line manager, on-call or other senior staff member.

7. ACCESS TO PERSONAL INFORMATION

If you ask, in most cases we must give you access to the personal information that we hold about you, and take reasonable steps to correct it, if it is incorrect. We will ensure that the request for personal information is made by the person concerned, or by another person authorised to make the request on your behalf (e.g. legal guardian).

Ngalla Maya will respond within 30 calendar days of the request. If there is a delay we will contact you to explain the delay and provide an expected timeframe.

If Ngalla Maya declines your request as per the Australian Privacy Principles you will be notified in writing, the reasons for the refusal and complaints mechanisms available to you.

8. WHAT TO DO IF YOU HAVE A PRIVACY ENQUIRY OR COMPLAINT

If you have an enquiry or a complaint concerning collection, use or management of your personal information, please direct your enquiry or complaint to the staff member who is your ordinary contact. Our staff will be provided with Ngalla Maya's complaint process.

We will aim to respond to and resolve your enquiry or complaint in a timely and appropriate manner.

We will treat your enquiry or complaint confidentially. You may contact the **Australian Information Commissioner** wherever you believe that your rights to privacy have been breached by us.

9. HOW YOU CAN PROVIDE FEEDBACK OR COMMENTS ON THIS POLICY

If you have some questions or feedback about our Privacy and Confidentiality Policy or anything you have seen or read at Ngalla Maya, please contact **enquiries@ngallamaya.org.au** or phone **(08) 9478 6000**.

We will endeavour to respond to your feedback as soon as possible.