



Your privacy

Your privacy matters to us





What is personal information and why do we need it?

Personal information is any information or opinion, recorded in written/material form or not, about an individual who can be reasonably identified from the information or opinion.

Collection of information is limited to only the information that is necessary for our activities. Given the nature of the services we provide, we may collect personal and sensitive information about individuals from several sources. We ensure that robust and accountable documentation is available regarding the collection of information, ensuring information that is sought and used is relevant to the organisation's business and is appropriately managed.



What do we do with your personal information?

When we provide services to you, we will record relevant information that's important for the services we provide for you.

So that we can do our best to support you, we might need to share your personal information to the extent permitted by law, with other agencies, guardians, families or government departments. We'll make sure you know about, and consent to, us sharing this information—unless it's not safe or reasonable to do so.

Sometimes there is particular information we need to obtain to be able to provide a service to you. If a staff member requests information that you don't think they need to know, talk to the worker about your concerns. They will listen to you and clarify why they need the information. However, we may be unable to provide services unless we have all the information we need.

How do we store your personal information?

Mercy Community is committed to keeping secure the personal information that is provided to us. Mercy Community takes all reasonable steps to ensure that the personal information held is protected from misuse, interference, loss, unauthorised access, modification or disclosure. We will not use or disclose sensitive information about an individual for the purposes of direct

marketing, unless the individual has provided consent.

Mercy Community undertakes to ensure that only those who work directly with you, or have responsibility for the people working with you, have access to your information. Sometimes our support service teams, such as Information Technology or our Quality Improvement team, will have access to your information. Every employee, volunteer, contractor, sub-contractor and consultant signs a privacy agreement when they start with us, requiring them to keep any person we support or organisational information private and confidential. If you want to know more about how your information is being stored, talk to a staff member who can explain further.

How can you correct/update your personal information?

If there are changes to your personal information, or you become aware that the information we have is not correct, speak to a staff member or contact us and ask us to change this.

Response to a data breach

A data breach occurs when personal information is lost or subjected to unauthorised access, modification, use or disclosure, or other misuse or interference. All staff are responsible for reporting any actual or suspected data breach to the Privacy Officer. We respond to any actual or suspected data breach in accordance with legislation.

“We are committed to keeping your personal information secure.”



How can you access your personal information?

Generally, you have a right to your personal information and you can access it by following the steps below.



1. Prepare a written request. There is a Mercy Community Form- Request for Personal Information you can use for this. To get a copy of this form, speak to a staff member or call our Privacy Officer on (07) 3866 4160. If you would prefer not to fill out a form, we will need the following information from you:

- proof of who you are and how the information requested is relevant to you
- what information you are after
- why you are requesting the information
- when you need the information by.

You can ask someone to help you with this if you like.



2. Send this request to the Privacy Officer via:

Email: privacy@mercycommunity.org.au

Mail: Attention: Privacy Officer
Mercy Community
PO Box 508
Lutwyche QLD 4030

Get in touch

If you need more info or have any questions you can contact our team at our Corporate Office.

 07 3866 4160

 privacy@mercycommunity.org.au

 PO Box 508 | Lutwyche QLD 4030

 www.mercycommunity.org.au

About Mercy Community

Mercy Community is a ministry of the Catholic Church continuing God's mission of mercy by compassionately inspiring and supporting people to live hopeful, connected lives within inclusive communities. Our origins are founded within the traditions of the Sisters of Mercy.

For over 160 years we've been providing a wide range of services and support. Our work includes supporting families and young people, foster and kinship care, child protection, family wellbeing, counselling and supporting our elderly including residential and in-home care.

We are a registered National Disability Insurance Scheme (NDIS) provider, delivering a range of NDIS services.

Our network extends from South East to Far North Queensland and encompasses urban, rural and remote communities. Our team of over 1,500 people provide support and create hope for tens of thousands of people each year.

As a Catholic organisation we are driven by our mission and values, finding inspiration in the life of Catherine McAuley and the traditions of the Sisters of Mercy.

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