

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, MC may collect personal and sensitive information about individuals from several sources. MC ensures 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.

When you access the MC website we may record your server address, domain name, the date and time of your visit, the pages viewed, the information downloaded and the frequency of visits.

MC may also record information about the types of browsers that are being used to visit the MC site. We use this information for Website and system administration, including monitoring to prevent security breaches to assist MC in further development and to improve the functionality of the site.

MC or its authorised agents will collect all information that is exchanged through the online chat feature.

Corporate Office



07 3866 4160



22 Morris Street, Woolloowin QLD 4030
PO Box 508, Lutwyche QLD 4030



privacy@mercycommunity.org.au

About Mercy Community

Mercy Community is a Catholic organisation that is driven by our mission and values, finding inspiration in the life of Catherine McAuley and the traditions of the Sisters of Mercy.

Our mission is to support and inspire people in need to live healthy, connected lives within inclusive communities. We value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services.

We provide services in the areas of child protection, family wellbeing, counselling, multicultural community support, community and residential aged care, disability support and support for people seeking asylum.

mercycommunity.org.au



Privacy

Mercy Community (MC) is committed to ensuring everyone's privacy rights are upheld. The Privacy Act 1988 gives guidance as to how MC needs to do this, through the Australian Privacy Principles.

What do we do with your personal information?

When you receive services from us, 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 an MC 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 deliver services unless we have all the information we need.

How do we store your personal information?

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

MC 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 at MC 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 MC 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 MC 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. MC responds to any actual or suspected data breach in accordance with legislation.

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 MC **Form – Request for Personal Information** you can use for this. To get a copy of this form, speak to a MC staff member or call the 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



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