

Coast and Country Community Services Ltd.
Section 3 Service Delivery
Document 3.06-1-3 Privacy Statement

At Coast and Country Community Services we **promise** you:

- **We follow the Australian Privacy Principles** to make sure we keep your information safe. You can have a look at the Principles at <https://www.oaic.gov.au/privacy-law/privacy-archive/privacy-resources-archive/national-privacy-principles>
- **We will only collect the information we need** to provide you with a safe high quality service;
- **We will tell you why we need the information;**
- **Your information is stored responsibly.** Because our funding comes through Transport for NSW we must use their client management system (which is a computer program that contains all your personal information and trips you take with us). **Transport for NSW uses another company to store this information.** For information on how Transport for NSW protects your privacy please go to www.transport.nsw.gov.au/about/privacy.
- **We will not give anyone access to your information** without your permission **UNLESS** you are in danger (for example if there is an accident we will supply information to the ambulance officers) or we are required to under law;
- Every opportunity to ensure the information we hold about you is correct. Sometimes we will go over the information we hold, with you, just to make sure. If you think we may have outdated information, please call us;
- **In our office we keep your information safe;** our computers are all password protected, our filing cabinets are kept locked and only used by Team Members who have had police checks and have signed our Code of Behaviour and Confidentiality Agreements. If we have to give access to our systems, to a third party, we make sure our contract with that agency protects your information (for example if we need to get the computer fixed our contract with the computer company says they can't access or use your information);
- **If for some reason we think your information may have been lost or stolen** we will let you know straight away and talk to you options you may want to consider to safe guard your identity;
- **We will never give or sell** your information to anyone (e.g. marketing companies etc) except Transport for NSW;
- **We will let you see any information** that we have collected about you (just call us to arrange an appointment if you want to see your records);
- **We want to hear what you think** about our service – it helps us improve – if ever you would like to give feedback anonymously that is also fine;



If you want **more information** just contact us now and we will send you a paper copy or press this link to our Service User Privacy & Confidentiality Procedure