

Privacy & Confidentiality

The CARE Centre Australia is committed to protecting the privacy and confidentiality of personal information in accordance with our values and the Australian Privacy Principles (APPs). We maintain necessary internal systems and processes to ensure information security and compliance with privacy laws.

Australian Privacy Principles:

Open and Transparent Management: We manage personal information in an open and transparent way, including having a clear privacy policy.

Anonymity and Pseudonymity: Where practicable, individuals have the option to interact with us anonymously or using a pseudonym.

Collection of Personal Information: We only collect personal information that is reasonably necessary for our functions or activities.

Use and Disclosure: Personal information is used and disclosed only for the purposes for which it was collected, or for other related purposes with consent.

Quality of Personal Information: We take reasonable steps to ensure personal information is accurate, up-to-date, and complete.

Security: Personal information is protected from misuse, interference, loss, and unauthorized access, modification, or disclosure.

Access and Correction: Individuals have the right to access and correct their personal information.

This Privacy Statement applies to personal information about our clients, learners, job applicants, and members of the public. It does not apply to personal information about employees of The CARE Centre Australia.

Personal Information:

"Personal information" means information that identifies an individual or from which an individual's identity can be reasonably ascertained. This includes sensitive information such as health data, racial or ethnic origin, and more. The CARE Centre Australia only collects personal information necessary for providing services, processing requests, or determining potential interest in programs or projects.

Sensitive Information:

Sensitive information is a special category of personal information, which includes:

- Racial or ethnic origin
- Health or disability
- Developmental experience
- Learning support needs
- Personal information collected to provide clinical services
- Expressed wishes about future health services



- Political opinions, religious beliefs, or affiliations
- Membership in professional or trade associations or trade unions
- Sexual preferences or practices
- Criminal records

We collect sensitive information only when necessary for service delivery or business purposes and with your consent. In certain situations, we may be required by law to collect sensitive information without consent.

Collection, Use, and Disclosure of Personal Information:

We collect personal information through various means, including forms, phone calls, emails, and in-person interactions.

Personal information is used for:

- Providing and managing our services
- Communication and administration purposes
- Compliance with legal and regulatory requirements
- Conducting research and quality assurance activities

We may disclose personal information to third parties, including government agencies, service providers, and partners, only as necessary to provide services or comply with legal obligations. We impose strict confidentiality and security requirements on these third parties.

Security of Personal Information:

The CARE Centre Australia takes reasonable steps to protect personal information from misuse, loss, and unauthorized access. Security measures include physical security, password protection, and restricted access to electronic records.

Access and Correction:

Individuals have the right to access their personal information held by The CARE Centre Australia and request corrections if the information is inaccurate, incomplete, or outdated. Requests for access or correction should be directed to our Privacy Officer.

Data Breach Response:

We have a data breach response plan to handle any incidents involving personal information. In the event of a data breach, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required by law.

Complaints:

If you have any concerns or complaints regarding the handling of your personal information, please contact our Privacy Officer. We will investigate and respond to your complaint promptly. If you are not satisfied with our response, you may contact the OAIC.

Updates to this Policy:

We review our privacy policy regularly and update it as necessary. The latest version of the policy will be available on our website.

Contact Us:

For any privacy-related queries or requests, please contact our Privacy Officer at: info@thecarecentreaustralia.com



The CARE Centre Australia

Email: info@ thecarecentreaustralia.com

Phone: +61 02 8095 6399

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