

Safety Link's policy is to respect and protect the privacy of our clients. We appreciate that the success of Safety Link is largely dependent upon a relationship of trust being established and maintained with past, current and prospective clients, carers, guardians and other individuals with whom we contact in providing the Services. Safety Link will therefore continue to collect and manage your personal information with a high degree of diligence and care. Safety Link aims to comply at all times with the privacy laws (incorporating the National Privacy Principles) that apply. If you have a comment, query or complaint regarding a privacy matter, we encourage you to discuss it with a Safety Link representative.

How we collect your personal information

Safety Link only collects information necessary to provide you with the Services. Personal information relating to yourself and your "Contact Persons" will be collected when making application to be a Safety Link client and when you provide additional information to update your details. In some instances we may need to collect information about you from your carer, guardian or other health service providers (such as medical specialists). Phone calls in relation to providing the alarm service (both at home and external) will be recorded.

How we use your personal information

The information you provide will be used to assist in providing our Services to you. Your personal information will be used for the following purposes:

- To identify you as a Safety Link client
- To provide you with our Services
- To contact you every year to update your personal details
- To contact you to obtain feedback about the quality of the Services
- For funding purposes (if applicable)
- For accounting purposes (if applicable)

Consent

When you become a Safety Link client, it is our understanding that you consent to your personal information being collected, used and disclosed for the purpose of providing our Services. If at any time you provide the personal information of another person e.g. "Contact Persons" to us, then you must first ensure the person has read and understood this statement and separately consented to personal information being used and disclosed by us for the above purposes subject to our Privacy Policy. If you choose not to provide us with the personal information we request from you, we may not be able to provide you with one or more of our Services.

Safety Link is a division of Grampians Health.

When we disclose your personal information

Safety Link may provide your personal information to other organisations that assist us in providing our service to you. Where organisations are contracted to Safety Link to provide our service to you, we include in the contract that the organisation will respect your privacy according to Safety Link's Privacy Policy. Safety Link will also disclose information to other organisations as required or authorised by law.

Storage and Security

Your information is stored securely by Safety Link, to protect your personal information from loss, misuse, unauthorised access, modification or disclosure. All Safety Link staff are required to maintain the confidentiality of your personal information.

Access and Accuracy

Safety Link takes reasonable steps to ensure personal information is accurate, complete, up-to-date and relevant to the functions performed. You have a right to access your personal information, however you may be required to put your request in writing. We shall acknowledge this request within 7 days and respond within 30 days.

Privacy complaints

Safety Link takes complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedures. Please forward any privacy related complaints to:

Safety Link
16 Eastwood Street
Ballarat Central VIC 3350
Phone: 1800 813 617
Email: info@safetylink.org.au

Changes to the Privacy Policy

From time to time, it may be necessary for us to review our Privacy Policy and the information contained in this document. This privacy policy will be reviewed annually and any legislative changes will be updated as they occur. Any amendments to this policy will be notified to clients via notices on our web site. We reserve the right to amend our Privacy Policy and the information contained in this document at any time and to notify you by posting an updated version on our website.

Further information about privacy

You can find more information about privacy (including information about specific issues, answers to frequently asked questions and links to the 10 National Privacy Principles) on the Office of the Privacy Commissioner's website at www.privacy.gov.au.

