

Collection Notice

Why we collect personal information

Araluen collects your personal information (including sensitive information such as health information) for the primary purpose of providing Disability Support Services

What personal information we collect

Personal information collected may include information such as:

- your name
- your date of birth
- your contact details (including telephone number, address and/or email address)
- information about your health and medical history
- records of the Support Service's interactions with you

If you wish, you may use forms anonymously or by using a pseudonym (that is, a fake name), or otherwise not provide personal information. However, that may limit the type or quality of the services that Araluen can provide to you.

How we collect your personal information

In most cases, Araluen collects personal information from you when you use online forms such as the enquiry form or feedback form.

Araluen may also collect information about you from other sources, including personal information you provide over the phone and via email.

How we use your personal information

Your personal information is used by Araluen to manage the supports provided to you, to manage complaints and comply with laws, and for other purposes detailed in its privacy policy.

For example, your personal information may be used to:

- identify you and determine the appropriate way for the Araluen to interact with you, and otherwise manage the relationship with you
- identify and provide information and referral services to you
- manage complaints and legal issues
- interact with regulators and governmental agencies
- meet our legal obligations, including to report risks of harm to you and other people, and
- develop and improve services generally.

How we use de-identified information

Your personal information may also be de-identified and aggregated by Araluen Centre for the purposes of analysing and developing the Service. De-identified information may also be used in academic articles, in presentations and shared with research partners.

De-identified feedback you provide to Araluen may also be used for marketing purposes.

Who your personal information is disclosed to

Araluen may need to disclose your personal information to other persons or organisations that can help you, such as healthcare providers. Araluen will ask for your permission before sharing your personal information with those persons or organisations.

In addition, personal information may be disclosed to third parties that provide services relating to the purposes for which the information is collected or able to be used, or otherwise where you would reasonably expect disclosure to third parties.

For example, Araluen may disclose your personal information to its:

- service providers and contractors, including service providers that host website servers, other IT service providers and analytical service providers, and
- professional advisers (such as accountants, auditors and lawyers).

Araluen may also disclose your personal information:

- if you have consented to the disclosure, or your consent can reasonably be inferred from the circumstances
- to relevant authorities where there is a person at risk of harm (including physical harm, sexual, emotional or psychological abuse, or neglect)
- to relevant authorities where there is a serious risk of harm to you or another adult person or a serious threat to public health, welfare or safety, and
- if it is required or authorised by or under an Australian law or a court or tribunal order.

Sharing personal information about another person

If you want to share a story about another person and it involves their personal information (or if they will be reasonably identifiable from the information you want to share), please get their consent first and let them know about this Privacy Collection Statement and Araluen's privacy policies.

More information about our privacy practices

Araluen's privacy policies contain more information about our privacy practices, including:

- how you may access and correct the personal information held about you, and
- how to complain about a suspected breach of your privacy or about how your personal information has been handled.

You can obtain the latest versions of our privacy policy on Araluen's website.