



GEELONG OSTOMY - PRIVACY POLICY¹

Geelong Ostomy is committed to meeting the requirements of The Privacy Act 1988 and the Australian Privacy Principles (APP) and has developed this policy to outline its ongoing obligations with respect to how personal information is collected and handled.

Geelong Ostomy respects the privacy of registered members, representatives of members, staff, and volunteers. It is expected that the personal and health information of members will be collected and used only for the purposes that are necessary for Geelong Ostomy to provide members with the goods and services required to meet their stoma needs.

What is Personal Information and why do we collect and store it?

Personal Information is information that identifies an individual. Examples of Personal Information collected by Geelong Ostomy may include your name, address, email address, phone number/s, facsimile number, Medicare card information, concession card information, and other information related to your participation in the Stoma Appliance Scheme, or with the use of our services. This Personal Information is obtained in many ways including via our membership application form and the Stoma Appliance Scheme registration form, by telephone, by facsimile, by email, via our website, through order placement, and via third parties.

We collect Personal Information for the primary purposes of providing our services to you, including the issuing of ostomy products supported through the Stoma Appliance Scheme, and for providing information and support to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

What is Sensitive Information?

Sensitive information is defined in the Privacy Act as information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other

¹ Geelong Ostomy is a member of the Australian Council of Stoma Associations and is guided by the Council's policy in implementing privacy and data security: <https://australianstoma.com.au/privacy-policy/>

professional body, criminal record or health information. Examples of sensitive information that may be collected by Geelong Ostomy include information related to your stoma including your type of stoma, and a record of products used by you.

Sensitive information will be collected and used by us only for the primary purpose for which it was obtained; for a secondary purpose that is directly related to the primary purpose; with your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties such as a family member or medical professional. In such a case we will take all reasonable steps to ensure that you are made aware of the information provided to us by such third party.

Disclosure of Personal Information

It is the policy of Geelong Ostomy not to disclose your Personal Information except where you have provided your consent, or you would reasonably expect us to do so. Examples of when we may disclose your personal information include when:

- a permitted health situation exists in relation to the use or disclosure of the information by Geelong Ostomy to your Stomal Therapy Nurse or Medical Professional;
- we are required to disclose your information for purposes related directly to your eligibility to receive stoma products funded by the Stoma Appliance Scheme. For example, we may be required at times to disclose your Personal Information to the Commonwealth Department of Health, Services Australia, the Australian Council of Stoma Associations, or another Australian stoma association authorised to distribute products through the Stoma Appliance Scheme
- you consent to the use or disclosure of your Personal Information to a third party; or
- it is required or authorised by law.

Geelong Ostomy is unlikely to disclose your personal information to overseas parties.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse, interference, loss, unauthorised access, modification, or unauthorised disclosure. We hold your Personal Information in a number of ways, including in electronic databases, email contact lists, and in paper files held in a secure office.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take all reasonable steps to destroy it or to permanently de-identify it. However, some Personal Information is required to be kept by law and will be stored in our files in a secure office and kept by us for a minimum of seven (7) years.

Access to your Personal Information

You have a right to access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please make your request to us in writing.

In order to protect your Personal Information we may require identification from you before releasing such information.

Maintaining the Quality of your Personal Information

It is an important part of providing our services to you that your Personal Information is up to date. We will take all reasonable steps to make sure that your Personal Information is accurate and complete. To assist with this process, it is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

Notification of a Data Breach

If we become aware of unauthorised access to or loss of your Personal Information, we will promptly:

- a) notify you;
- b) investigate the cause;
- c) do our best to remedy any consequences; and
- d) tell you what steps we have taken to prevent a reoccurrence

Complaints

If you have a complaint about how we collect or handle your Personal Information, please contact us at:

Manager
Geelong Ostomy Inc
6 Lewalan Street
Grovedale VIC 3216

PO Box 69
Grovedale VIC 3216
Email: contactus@geelongostomy.com.au

We treat any claims of privacy breaches seriously, and will do our best to respond to your complaint within seven days of receiving it. If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner in Australia or the Office of the Privacy Commissioner in New Zealand.

	Date Adopted by Geelong Ostomy committee	Next Review
	20 September 2023	July 2024