

# Privacy Policy

## Purpose

This policy sets out how SANE aims to protect the privacy of your personal information, your rights in relation to your personal information, and the way SANE collects, holds, uses, and discloses your personal information.

## Policy Statement

SANE protects the confidentiality of personal information collected about our service users.

In handling your personal information, SANE complies with the *Privacy Act 1988* (Cth) (Privacy Act), the Australian Privacy Principles and all other relevant legislation, including:

- *The Health Records (Privacy and Access) Act 1997* (ACT);
- *The Information Privacy Act 2009* (QLD);
- *The Health Records and Information Privacy Act 2002* (NSW); and
- *The Health Records Act 2001* (VIC)

## Personal information

Personal information is any information or opinion that could be used to identify you. SANE collects your personal information for the primary purpose of providing services to you, or as your potential employer. SANE takes reasonable steps to ensure your personal information is used for the purposes for which it was collected, or as otherwise permitted by the law.

You are under no obligation to provide your personal information to SANE. However, without certain information from you, SANE may not be able to provide its products, programs and services to you.

## Types of personal information

SANE collects personal information which you provide to us. This may include your name, address, age or date of birth, telephone number, email address, Aboriginal or Torres Strait Islander identification, ethnic origin, language spoken at home, gender identity, contact details of your support person, and other information required by SANE to carry out its activities.

SANE may also collect some of your health information to provide services to you. When collecting your health information, SANE will obtain your consent and explain how the information will be used and disclosed. If SANE collects your health information from a third party (for example, your doctor), you will be informed that this information has been collected and how it will be used.

By disclosing your personal information or other data on SANE's website (for example by completing surveys or posting on forums), you acknowledge that the data may be used by SANE for research and evaluation. Our research and evaluation activities will be subject to ethics approval through the University of Melbourne.

With some SANE services, including online forums and drop-in services, you have the option of remaining anonymous or using a pseudonym (please see the SANE Community Guidelines for more information). Personal information will only be linked to your pseudonym or anonymous post if this is required or authorised by law, or if you have consented to providing or linking the personal information. But note that if you participate in our guided service, you are required to identify yourself.

## Collecting personal information

Generally, SANE collects your personal information directly from you, through an interaction by way of in-person, telephone, email, video conference, webchat, mail or through the use of the SANE's website and online services.

There may be occasions when SANE collects your personal information from other sources such as:

- your carer or family
- an entity you represent (including but not limited to your employer or a company of which you are a director)
- an information services provider
- a publicly maintained record or other publicly available sources of information, including social media and similar websites
- an external recruitment, labour hire, or background screening services provider or third parties with whom you have previously worked
- referrals from staff of alternative services (including health and medical services).

## Disclosing personal information

SANE discloses your personal information for the purpose for which it was collected. This may include disclosing your personal information to:

- SANE professional advisors, agents, contractors and consultants
- emergency services
- health partners (for example, referrers)
- third parties engaged to perform administrative or other business management functions
- external auditors
- insurance providers
- regulatory bodies if and as necessary
- related service providers, health care professionals and emergency services.

SANE will only disclose your personal information to third parties with your consent or if disclosure is required or authorised by law.

## Direct Marketing

SANE may also collect, hold, use and disclose personal information in order to:

- inform interested persons or entities of SANE's products, programs and services
- promote fundraising opportunities
- for Peer Ambassador engagement.

You can opt-out of receiving such communications by contacting SANE ([privacy@sane.org](mailto:privacy@sane.org)) or through the opt-out link on the email.

## Security of personal information

SANE takes steps reasonable in the circumstances to ensure that the personal information it holds is protected from misuse, interference, loss, unauthorised access, modification or disclosure.

SANE holds personal information in both hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff. SANE's cloud storage providers also maintain appropriate measures to protect personal information that SANE stores with them from unauthorised access, use and disclosure.

SANE will destroy or de-identify personal information when it is no longer required, unless we are otherwise required or authorised by law to retain it.

## Accessing and correcting personal information

SANE ensures the personal information it holds is accurate, up-to-date, complete, relevant and not misleading. Under the Privacy Act, you have a right to access and seek correction of your personal information that is collected and held by SANE.

If at any time you would like to access or correct your personal information, or you would like more information on SANE's approach to privacy, please contact SANE's Privacy Compliance Officer ([privacy@sane.org](mailto:privacy@sane.org)) with the details set out below.

To access to your personal information, you must:

- provide proof of identity to ensure that personal information is provided only to you and that the privacy of others is protected
- be reasonably specific about the information you require.

SANE will endeavour to respond to requests to access or correct personal information within 30 days.

## Privacy complaints

Please direct all privacy complaints to SANE's Privacy Compliance Officer ([privacy@sane.com](mailto:privacy@sane.com)). All privacy complaints will be dealt with seriously, promptly, and confidentially; and will not affect any existing obligations or commercial arrangements between you and SANE.

If you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Office of the Australian Information Commissioner.

## **Changes to this policy**

This policy may change from time to time. Any updated versions of this policy will be posted on our website and will be effective from the date of posting.

## **Contact us**

For further information or enquiries regarding your personal information, or if you would like to opt-out of receiving any promotional or marketing communications, please contact SANE's Privacy Compliance Officer at: [privacy@sane.org](mailto:privacy@sane.org).