

Your Privacy

DAISI Services Limited (DAISI) is committed to protecting your privacy and as such is covered by NSW privacy laws. Privacy laws provide you with certain rights in relation to how we handle your personal and health information. These laws regulate the way DAISI collects, stores, uses and discloses personal and health information.

What information is collected about me?

DAISI collects relevant personal information about you for the purposes of assessing and assisting in provision of support planning services. You are not required by law to provide the personal information we request from you, but DAISI may not be able to provide you with a service if we do not have this information.

How is my information stored?

This personal information is entered into our customer database and may also be stored in paper files. DAISI has a legal obligation to protect the privacy of your personal information and to ensure your paper and computer based records are secure. Your information may only be accessed by authorised staff who need this information to provide your services. This could include situations where you have requested other services provided by DAISI.

Is my information used for any other purposes?

Except when the intended release of information was notified to you at the time it was collected, or is allowed or required by law, DAISI will always seek your consent before sharing your personal information with external service providers or agencies. In order to help plan for services that support people in their homes and communities, information that does not identify you by name or address may be provided to government funders (both the Australian and NSW Government). This information cannot be matched or compared to your Medicare or Centrelink records

How can I access my customer record?

Under NSW Privacy legislation you may request your customer record at any time free of charge. To access your customer record, you should contact DAISI and request an Access to Records Request

How do we safeguard your privacy?

To protect your privacy rights, DAISI staff will:

- Inform you about personal information we collect from you and how it will be used
- Store your personal information in a secure, protected environment
- Confirm your personal details are accurate before we create any service agreement
- Correct your records as changes are reported to keep information current
- Provide you with access to your personal information on request, free of charge
- Ask for your consent if other people request access to your personal information
- Ask for your consent before sharing your personal details with other service agencies
- Be trained to understand the importance of privacy and confidentiality
- Sign a Code of Conduct agreement to safeguard your privacy and confidentiality

How do I make a privacy complaint?

If you have any concerns about how DAISI staff have handled your privacy or personal information, we encourage you to speak with your Support Planner or DAISI's Chief Executive Officer. A Customer Complaint Form will be provided for you to complete.

If you have a privacy complaint which DAISI has been unable to resolve, you may contact our funding bodies.

An internal review may be conducted which is a formal process under privacy legislation to handle complaints about your privacy.

On completion of an internal review, DAISI may do any one or more of the following:

- Make a formal apology
- Take remedial action as appropriate
- Provide an undertaking that the conduct will not occur again
- Implement measures to ensure that the conduct will not occur again
- Take no further action on the matter

If you are not satisfied with the result of an internal review or how DAISI has handled your complaint, you may seek further review by the Administrative Decisions Tribunal by calling 02 6250 5800.

Please also refer to DAISI's Service Charter for details regarding rights and responsibilities and contact information

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|  | <p>This notice is about the way we use your personal information. It explains what you can expect when you share your personal details with DAISI.</p> |
|  | <p>DAISI Services Limited is a non-government organisation. We are often called DAISI</p> |
|   | <p>We help people who are aged and / or have a disability to gain information and support. We are a Registered NDIS Provider.</p> |
|  | <p>When you need our support, we will need to collect some information about you.</p> |
|  | <p>Some of this information may be about support you are getting at home. Sometimes this includes details about your family and carers</p> |
|  | <p>Tell us if you don't want to share some information.</p> |
|  | <p>Most of the time we will ask you in person for the information. Sometimes we will collect it from another person, if we ask you first and you say that's ok. Sometimes we are allowed to collect information without telling you.</p> |
|  | <p>In Australia we have laws about privacy. They say we must keep information about you safe and tell you how we will use it.</p> |
|  | <p>You can ask to see your information and ask to change it. You can tell us if you are not happy with how we have used your information.</p> |
|  | <p>Sometimes, we need to share information about you with other people who work at DAISI. We may also use your information so that we can give you the help you ask for, if you say that it's ok.</p> |
|  | <p>In some cases we can share your information with other government people and organisations that provide services.</p> |
|  | <p>If you would like to know more about your privacy rights or let us know that you don't want DAISI sharing your information, call us on 1800 800 340.</p> |