

## PRIVACY POLICY

This policy outlines the way we collect, use, disclose, store, secure and dispose of personal information:

### Personal Information:

If you ask to join our community, we will ask for your name, email, mobile number, place of residence and its postcode. We also want to know why you have an interest in BPD. This information is so we can understand the special needs of each person which can help guide in developing our responses.

### Disclosure of Personal Information:

Personal information may be disclosed when consent to its disclosure has been obtained, or when required or authorised by law.

BPD Community will not disclose personal information for marketing purposes or to other 3<sup>rd</sup> party organisations for marketing purposes.

### Protection of Personal Information:

BPD Community will help protect the privacy of data and personal information we may collect and hold, we train our volunteers and staff about the importance of confidentiality and maintaining privacy and security of information.

All personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

BPD Community may use servers that are based offshore for data storage. All reasonable efforts are made to ensure data is secure.

When personal information is no longer needed for the purpose it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most personal information is or will be stored in a system which will be kept by us for a minimum of 7 years.

Should information be shared with us that we see benefit in utilising for the purposes of education, promotion of recovery from BPD or any other purpose promoting the aims of BPD Community, we will seek agreement for the use of information or image.

A Permission to use information is to be utilised for all personal information based upon Info Nights and any other occasions where personal information is a part of our communications.

### Sensitive Information:

Sensitive information is defined in the Privacy Act to include 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 professional body, criminal record or health information.

Sensitive information will be used by us: for the primary purpose for which it was obtained; for a secondary purpose directly related to the primary purpose; with consent; or where required by law.

### Maintaining the Quality of your Personal Information:

It is important to us that personal information is kept up to date. We will take reasonable steps to make sure that personal information is accurate. If the information we have is not up to date or is inaccurate, as soon as advised we will update our records to ensure we can continue to provide quality services.

### Dealing with complaints or requests:

You may request access to personal information about you that we hold and you may ask us to correct your personal information if you find that it is not accurate, up to date or complete. You may also make a complaint about our handling of your personal information.

Should you have a complaint or request of any form in relation to the services of or treatment by BPD Community, you can contact us by email. We undertake to respond within 30 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

BPD has adopted the National Privacy Principles (NNPs) contained in the Privacy Act 1988 a copy of these Principles can be obtained from the website of the Office of the Federal Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au)