

Disclosure of personal information

Peppercorn will never sell your information to another organisation. We will not disclose your personal information to other external organisations except:

- as required by funding agreements;
- as required by law;
- to transfer you to another service provider;
- where we have your consent to do so and the disclosure relates to the services we provide to you; or
- if you request us to do so.

Mandatory Notifiable Data Breaches

We will comply with the notification and other requirements of the Act where your personal information held by us has been inadvertently lost or disclosed or improperly accessed and that loss, disclosure or access may result in serious harm to you.

What to do if you have an enquiry or complaint

If you have an enquiry about the personal information we hold, or you want to make a complaint about the collection, use or management of your personal information, please write to:

Peppercorn Services Inc Privacy Officer
320 George Street
Windsor NSW 2756
Email: privacy@psinc.com.au

You can learn out more about privacy by visiting the Australian Information Commissioner at www.oaic.gov.au



Peppercorn

BRINGING THE HAWKESBURY TOGETHER

Contact us for the complete and detailed Peppercorn Services Privacy and Confidentiality Policy

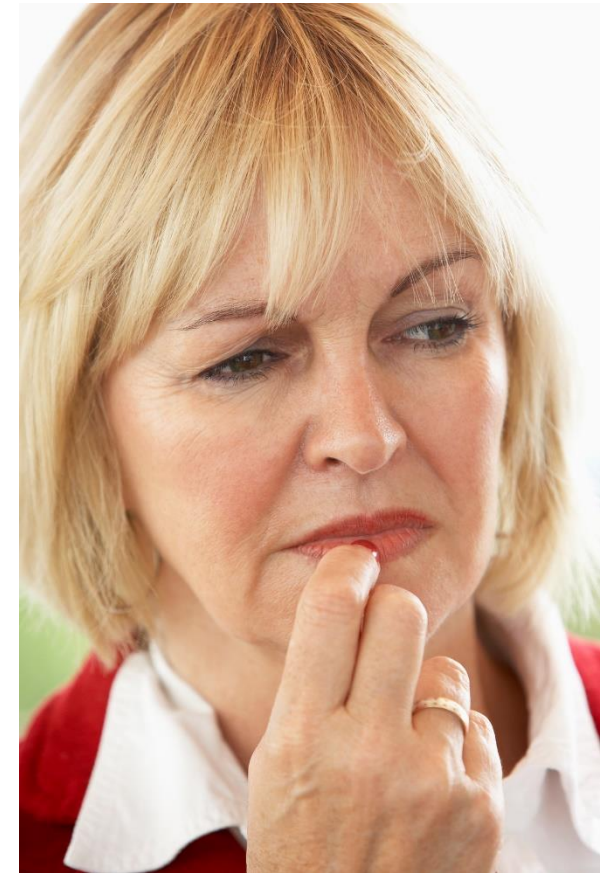
Peppercorn Services Inc

320 George Street

Windsor NSW 2756

Phone: 02 4587 0222

Web: www.peppercorn.org.au



Your privacy is important to us



Our Privacy Policy

Peppercorn Services Inc. is committed to the responsible collection, handling, storage, disclosure and destruction of personal information as required by the *Privacy Act 1988*.

We respect the privacy of our customers and clients, program participants, parents, staff and volunteers, and other visitors to our facilities.

Peppercorn has established systems and processes to ensure that:

- any personal information collected is professionally managed in accordance with the Privacy Act 1988, the Australian Privacy Principles, and all relevant State legislation;
- all staff use appropriate processes and procedures in their day to day duties to protect the privacy and confidentiality of individuals and the information we collect;
- any data breach is managed according to the *Privacy Amendment (Notifiable Data Breaches) Act 2017*.

Why we collect your personal information

We collect the minimum personal information that is necessary to provide you with the service that you have requested, or to ensure that we comply with legislative requirements.

If you do not wish to provide us with your personal information, we may not be able to provide you with the service that you have requested.

How we collect that information

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in a variety of ways including:

- during conversations and via correspondence between you and our workers;
- when you complete our forms for the provision of services or to volunteer your services and
- through your access and use of our website;
- when you complete a survey.

How we hold and protect that information

Your personal information is stored securely, and we conduct regular audits and reviews of our record keeping systems to maintain that security.

We take all reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure. Only authorised staff have access to personal information for approved purposes.

Obtaining your consent

We will ask for your consent to collect your personal information.

When you sign a services agreement, you are also consenting to the collection of your personal information.

We maintain the quality of your personal information

We take all reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete, up-to-date and relevant.

We will ask you to update your details on a regular basis, or whenever you experience a change in circumstances.

Please advise us as soon as possible if there are any changes in your personal information.

Accessing and correcting your personal information

You have a right to access the personal information we hold about you. You may also request corrections of any personal information that we hold about you if you think the information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

Retention of personal information

We will retain your personal information as required by law or as set out in our contracts with our funding bodies.

When we no longer need to use your information, but we still need to keep it as required by law, we will take reasonable steps to securely store the information

When we no longer need your information for any purpose, we will take reasonable steps to destroy the information or to ensure that the information is de-identified.