

Privacy Statement

1. Purpose

Karralika Programs Inc. is a not-for-profit organisation incorporated under the ACT Associations Incorporation Act 1991. Our aim is to support adults to address their alcohol and drug dependence and lead productive lives, contributing to their communities. Karralika Programs offers residential and community-based programs providing individuals and families with treatment options to overcome their dependence.

The purpose of the following Privacy Statement is to let you know how Karralika Programs collects information, its intended use, and the obligations of the organisation relative to disclosure of the said information.

The Privacy Act regulates activities relating to the handling of personal information. In dealing with personal information, Karralika Programs abides by the 13 Australian Privacy Principles (APPs), which replace the National Privacy Principles and Information Privacy Principles, of the Privacy Act 1988 (Cth) from 12 March 2014, as well as abiding by any applicable State or Territory privacy laws (including the Health Records (Privacy and Access) Act 1997 (ACT), and the Health Records and Information Privacy Act 2002 (NSW)).

Copies of the Karralika Programs Inc. Privacy and Confidentiality Policy can be requested by emailing info@karralika.org.au

2. Collection of Information

Karralika Programs collects personal information (both health information and sensitive information as defined in Section 6 of the Privacy Act) for the purpose of providing individual health services to clients. Karralika Programs also uses this information for reporting to our funding bodies on organisational activities and functions, for internal review of service delivery as part of quality improvement activities, and for the purpose of conducting and contributing to the evidence base regarding effective treatment options for alcohol and drug dependence. These purposes will be clearly indicated when gathering information.

For individuals in contact with the organisation, but not receiving health care services, personal and sensitive information will only be collected when relevant on a voluntary basis with consent.

3. Use of Anonymous Information

At times, Karralika Programs Inc. may collect anonymous data for the purpose of research and statistics for management and quality control purposes. This information will be kept confidential and used for the intended purpose made clear on the documents. Individuals are under no obligation to volunteer such information. Anonymous data may further be compiled by Karralika Programs for research and publication purposes.

Karralika Programs analyses non-identifiable website traffic data via Google analytics to improve our services and information sharing through our website.

4. Use of Personal Information

Karralika Programs uses personal information provided by clients with consent for the primary purpose of collection and use relating to the provision of specialist alcohol and other drug services. Personal information is used and disclosed for other purposes with consent or where permitted or required by law and other purposes defined by the APPs.

All personal, including sensitive and health, information is kept strictly confidential (subject to disclosures required by law and other exemptions as defined by the APPs). As Karralika Programs works as a team in providing support to clients, members of the treating team will have access to client information and are required to comply with Karralika Programs policies and relevant legislation. Its use remains rigorously within the scope of Karralika Program's activities and functions.

We do not share your personal information with other organisations unless:

- you have consented to us doing so;
- you would expect the disclosure to occur;
- *Karralika Programs* is compelled by law to disclose;
- disclosure will prevent or lessen a serious and imminent threat to someone's life or health or a threat to public health or safety; and
- where disclosure will assist a health service provider to provide you with a quality service or to address issues you may raise with them.

Karralika Programs may utilise de-identified data for research, program development and quality control purposes. Karralika Programs will seek human research ethics committee clearance for research projects where required.

5. Contacts/Memberships Database

As an organisation that offers membership, Karralika Program Inc. maintains an extensive contact and/or membership database. However, this database has protected access and is only available to staff who require its information. Karralika Programs does not share nor sell membership data to other parties.

A person can unsubscribe from receiving material and information, at any time by contacting us at info@karralika.org.au or calling 02 6185 1300.

6. Data Quality and Security

Karralika Programs takes all reasonable steps to ensure that the personal information we collect, and use is accurate and complete. The quality of the data is assessed at the time of the collection, use and/or disclosure.

Karralika Programs has in place control measures deemed reasonable in the circumstances to protect information from misuse, interference, and loss, and from unauthorised access, modification, or disclosure.

7. Staff and Volunteer Obligations

Staff and volunteers of the organisation are required under the Karralika Programs Code of Conduct and Ethics, employment contracts and other Policies to maintain the confidentiality of all personal information that they have access to at Karralika Programs as part of fulfilling their duties.

8. Disclosure

Disclosure of personal information will only occur as required for the provision of services, or as permitted under the APPs. These include for the purposes of law enforcement, under reasonable belief that such disclosure would prevent any serious and/or imminent threat to an individual's or the public's health and safety, or under any other legal requirement or approved secondary purpose.

9. Your Rights

You may request access to your personal information as kept by Karralika Programs Inc. at any time as provided for in the legislation. Requests for access to personal information must be made in writing via completion of the Karralika Programs Request for Record Access, signed letter, request via statute, or Court subpoena.

You may also request cessation of all mailing and communications at any time by contacting us. It is important to remember that, should you choose not to provide the organisation with information, Karralika Programs Inc. may not be able to contact you, provide you with a full range of services, or keep your details up to date