

Hear For You Privacy Policy



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Author:	David Brady	Approved by Board on:	
Responsible Person:	CEO	Scheduled review date:	

“Employees” refers to both paid and voluntary staff of Hear For You Limited

Policy brief & purpose

This Privacy Policy applies to the services offered by Hear For You Limited. The purpose of this policy is to outline how personal information will be collected, stored, used and protected by Hear For You.

1. Personal information

Hear For You is committed to safeguarding personal privacy. It recognises that individuals have a right to control how their personal information is collected and used. Providing personal information is an act of trust and it is taken seriously. Unless given consent to do otherwise, Hear For You will only collect and use personal information as set out below.

While you are not obligated to provide Hear For You with all information requested, not providing this information may mean that:

- Hear For You is may not be able to decide whether you can become a participant; and
- The lack of information may prevent Hear For You mentors and staff from providing the best services and supports to you as a participant

2. Collecting personal information

Hear For You will not collect or monitor any personal information about an individual without their consent. The only personal information collected is what has been provided voluntarily by the participant, parent, legal guardian, professionals, donors, or any other persons who made contact or established a connection with Hear For You.

Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) Whether the information or opinion is true or not; and
- (b) Whether the information or opinion is recorded in a material form or not.

Hear For You generally ask for all, or some, of the following types of personal information (N.B. some of the information asked for is optional):

- Title, name, address and contact details (email and/or mobile phone number);
- Gender;
- Date of birth.

Depending on the service selected by the participants, parents, or mentors, Hear For You may also, ask for other types of personal information such as:

- Level of hearing loss.
- Type of hearing device used.
- Communications preference (Auslan, Bilingual, Spoken).
- Other disabilities.

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- Photographs:
 - Individuals will be informed as to, why the photo was taken, how it was used and where it will be displayed.

Credit card information is collected by Hear For You Limited but is processed using a secure gateway and the information is not held by Hear For You Limited.

3. Use of On-Line tracking technologies

Hear For You uses tracking technologies such as cookies or web beacons to make use of the website and services as convenient as possible. Cookies are pieces of information that a website transfers to a computer's hard disk for record keeping purposes. Most web browsers are set to accept tracking technologies such as cookies or web beacons. These tracking technologies do not themselves personally identify users, although they do identify a user's browser.

4. Using and disclosing your personal information

Personal Information will be used for the following primary purpose:

- To provide information to Hear For You Mentors and Staff about the participant, for the purpose of providing mentoring and support services.
- To use as a mean, with permission, to provide information and marketing materials in relation to Hear For You and, if permitted information from supporters.
- For the purpose described above, information will not be shared with Hear For You's stakeholders or supporters either in Australia or overseas.

In order to operate the web site or deliver a service, personal information may also be shared with a service provider supporting the Hear For You website.

Hear For You will not disclose your personal information to other organisation or individuals without your consent, unless required to do so by law.

5. Protection of Personal Information

Hear For You has a number of procedures in place to protect personal information from misuse and loss, as well as from unauthorised access, modification or disclosure.

- paper records are held securely in accordance with Australian government security guidelines
- access to personal information is on a need-to-know basis, by authorised Hear For You employees and volunteers; and
- our premises have secure access

When no longer required, personal information will be destroyed in a secure manner, or archives or deleted in accordance with our obligations under federal law.

NDIS reference for more detail: <https://www.ndis.gov.au/privacy>



6. Storage of Personal Information

Hear For You stores your personal information using a GDrive cloud system and a hard copy filing system with essential files. These files are placed in different locations. Hear For You has implemented a number of safeguards to prevent loss, unauthorised use, modification and disclosure of your personal information.

Some files may be accessed by all Hear For You staff members, however sensitive files may only be accessed by Hear For You's CEO, Company Secretary and Directors. Individuals who have access to your personal information are permitted to use outside the scope of their role at Hear For You. Additionally, staff members are not permitted to disclose your personal information to others unless authorised or required to do so by law.

Hard copy files are stored in a locked filing cabinet and non-sensitive but essential data is stored in folders that may be access in Hear For You offices by staff members. Electronic files stored on Hear For You's GDrive cloud system are backup up weekly using Trend Micro, an application installed by our IT Consultant

7. Contact by Hear For You

Hear For You may contact individuals using the information, which was provided by them in order to:

- Provide information that may be of interest about new Hear For You services, products, special offers and other matters that may be of interest.
- To send newsletters and information.

8. Individual's right of access

Individuals have the right under the Privacy Act to review information recorded on the Hear For You's database. You may contact Hear For You at any time to review your personal information or make changes if information is wrong. Information may be reviewed by contacting Hear For You by email to info@hearforyou.com.au.

9. Hear For You and links to other websites and social media Domains

Hear For You provides links to web sites outside of the Hear For You website and social media. These linked sites are not under the control of Hear For You, and it is not responsible for the conduct of companies linked to the Hear For You web site, nor for the performance or otherwise of any content and/or software contained in such external websites.

10. Problems or queries

At Hear For You we value feedback and take all complaints and concerns seriously. If you have any queries relating to the Privacy Policy, or any problems or complaints please contact our CEO David on david.brady@hearforyou.com.au

Additional information can be found in our Hear For You Complaints and Feedback Policy.

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11. References:

ALRC Report 108

Australian Information Protection Principles OAIC

Justice Connect 'Guide to [State] and Federal Privacy Laws' Privacy Act 1988 (Cth)

ACT: Information Privacy Act 2014 (ACT), Health Records (Privacy and Access) Act 1997 (ACT)

NSW: Privacy and Personal Information Protection Act 1998 (NSW), Health Records and Information Privacy Act 2002 (NSW)

Qld: Information Privacy Act 2009 (Qld)

Vic: Privacy Data and Protection Act 2014 (Vic), Health Records Act 2001 (Vic)



Appendix A – Australian Privacy Principles (key components for reference)

Source: <https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

Australian Privacy Principles

The Australian Privacy Principles (APPs) principles cover:

- the open and transparent management of personal information including having a privacy policy
- an individual having the option of transacting anonymously or using a pseudonym where practicable
- the collection of solicited personal information and receipt of unsolicited personal information including giving notice about collection
- how personal information can be used and disclosed (including overseas)
- maintaining the quality of personal information
- keeping personal information secure
- right for individuals to access and correct their personal information

Sensitive information

The APPs place more stringent obligations on APP entities when they handle 'sensitive information'. Sensitive information is a type of personal information and includes information about an individual's:

- health (including predictive genetic information)
- racial or ethnic origin
- political opinions
- membership of a political association, professional or trade association or trade union
- religious beliefs or affiliations
- philosophical beliefs
- sexual orientation or practices
- criminal record
- biometric information that is to be used for certain purposes
- biometric templates.

More information:

For a summary of the APPs, see the [APP quick reference tool](#).

For more detail, see the [full text of the APPs](#).

Additional information on complying with the APPs can be found in the [APP guidelines](#).