

## Privacy Policy

The **Independent Living Centre Tasmania** [ILCT] is committed to providing quality services to you. This policy outlines our ongoing obligations to you in respect of how we collect and treat your personal information.

We have adopted the Australian Privacy Principles [APPs] contained in the [Privacy Act 1988 \(Cth\)](#) (the Privacy Act). This governs the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be found on the website of The Office of the Australian Information Commissioner at:

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

### **What is Personal Information and why do we collect it?**

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information ILCT collects includes names, addresses, email addresses, and phone numbers.

Personal Information is gathered in many ways including interviews, correspondence, by telephone, by email, via our website [www.ilct.com.au](http://www.ilct.com.au), from media and publications, from other publicly available sources, from cookies, and from third parties. ILCT does not guarantee website links or policy of authorised third parties.

ILCT collects Personal Information for the primary purpose of providing services to you, plus providing information and marketing to our clients. We may also use your Personal Information for other business purposes in circumstances where you would reasonably expect such use or disclosure, such as seeking feedback on services provided.

When collecting Personal Information, we will (where appropriate and where possible) explain to you why we are collecting the information and how we plan to use it.

### **Third Parties**

Where reasonable and practicable to do so, only Personal Information will be collected. However, in some circumstances we may be provided with information from third parties. In such cases ILCT will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## **Disclosure of Personal Information**

Your Personal Information may be disclosed in several circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to archive your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of seven (7) years and sometimes longer if mandated by government legislation.

## **Data Breach**

A data breach happens when personal information is accessed or disclosed without authorisation or is lost. If a data breach occurs at ILCT and results in the loss or compromise of personal information, details of the event will be reported to the Office of the Australian Information Commissioner.

<https://www.oaic.gov.au/privacy/notifiable-data-breaches>

## **Website**

When visiting our website ([www.ilct.com.au](http://www.ilct.com.au)), we may collect information such as operating browser type, operating system, etc. This information is used in an aggregated manner to review how people use our website with the purpose of improving functionality and services.

## **Third Party Sites**

Our website may have links to other websites not owned or controlled by us. These links are for your information only. Links to third party websites do not constitute endorsement or approval or sponsorship of these sites. ILCT is not responsible for the privacy practices of these other websites. Please review the privacy policy of external websites.

## **Access to your Personal Information**

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please email us at [referrals@ilct.com.au](mailto:referrals@ilct.com.au).

ILCT reserves the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the [Privacy Act](#) of any other applicable law.

## **Maintaining the Quality of your Personal Information**

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **Data breaches**

The Privacy Amendment (Notifiable Data Breaches) Act 2017 requires us to let you know if your information is impacted by a data breach. This means we will tell you, if:

- there is unauthorised access to or disclosure of your information; or your information is lost, and unauthorised access or disclosure is likely to occur; and
- there is a reasonable chance that this could cause you serious harm (which can include physical, psychological, emotional, economic, or reputational harm); and
- we have been unable to remedy the situation in line with the Act.

If we are unable to contact any affected parties individually, a notification will be posted on the ILCT website. [www.ilct.com.au](http://www.ilct.com.au)

In such circumstances we are also required to inform the Office of the Australian Information Commissioner. <https://www.oaic.gov.au> Phone 1300 363 992.

We will follow our Notifiable Data Breach Procedure in these instances.

## **Privacy Policy, Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy, please contact us at:

Independent Living Centre Tasmania <sup>[ILCT]</sup>  
PO Box 37  
PERTH TAS 7300

Email: [feedback@ilct.com.au](mailto:feedback@ilct.com.au)

Phone: 1300 452 827

Website: [ilct.com.au](http://ilct.com.au) – select tab titled  
'Contact us'