



Privacy Statement

DLi values your privacy and respects the trust you place in us when you provide us with your personal information.

DLi is committed to protecting the privacy and confidentiality of clients, families, staff, volunteers, prospective employees, service providers, donors, sponsors, community partners and stakeholders in the way information is collected, stored and used.

We are bound by the Commonwealth Privacy Act 1988 (the Privacy Act) and the Australian Privacy Principles as well as other related laws protecting privacy.

We aim to ensure that the personal information we collect, use or disclose is accurate, current and relevant to what we do.

DLi has a *Privacy, Dignity and Confidentiality Policy* which describes how we manage personal information. This is available if you ask us.

Our *Privacy, Dignity and Confidentiality Policy* sets out:

- what guides us when we collect personal information
- what we must do before we can use or disclose personal information
- the choices you have about giving us personal information
- your rights to access and correct personal information
- your rights to complain about our handling of your personal information

The personal information that DLi collects will depend on your relationship with us and the services you have requested. It may include your name and contact details, and information about your age, gender, occupation, and relationship with DLi.

If you are a client, we also collect information about your disability, together with related information which is necessary to deliver services for you.

DLi will only collect sensitive information, which includes health and medical information, when it is specifically required to provide services.

If you are a client, we may use your information to:

- Provide you with services
- Record communications with you
- Communicate with you by phone, email and other electronic means to distribute our publications, promotional material, host events, raise awareness about our services and respond to queries and complaints
- Work with your other service providers

- Report to government
- We may sometimes collaborate with other organisations, such as universities for research purposes. In these cases, any information we provide will generally cover demographic and service use information only – personal information will not be passed on.

If you are a job applicant, student or volunteer, we may use your information to:

- Keep records of communication with you
- Assess your suitability when you apply for a position with us
- Communicate with you by phone, email and other electronic means to encourage, record and acknowledge your support.

DLi collects personal information straight from you. We can also collect personal information from your family, a carer, trustee, government, health professional or authorised person from a public source.

We will only disclose personal information if:

- you have consented or
- you would reasonably expect us to use or disclose the information for that other purpose and it is related to the purpose for which it was collected or
- it is required or authorised by or under an Australian law or a court order or
- it is necessary to lessen or prevent a serious threat to somebody's life, health or safety, or to public safety.

We aim to ensure that:

- personal information is reasonably protected from misuse, loss, unauthorised access, modification or inappropriate disclosure
- electronic data is stored in a secure network and staff may only access that data which is needed to do their job
- unless we are prevented by law, we take reasonable steps to destroy or permanently de-identify your information when no longer required.

Although DLi takes care and has a range of methods in place to safeguard your personal information from access, use, modification, or release that has not been authorised, there are inherent risks in managing personal information and we cannot guarantee that unauthorised access to your personal information will not occur.

You can ask to see your personal information at any time. If the information is wrong, you can ask us to fix it.

Please be aware that we regularly review our policies to make sure they are current and fit-for-purpose. As such, we may change our *Privacy, Dignity and Confidentiality Policy* from time to time. Please check back from time to time.

When you come to our website we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google AdWords. These ads may appear on this website or other websites you visit.

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that DLI is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.