

MyRiverside is committed to managing personal information in an open and transparent way, protecting the privacy and rights of individuals, and meeting our privacy obligations.

In line with our values, MyRiverside respects and upholds an individual's rights in relation to all personal or sensitive information it collects, holds, and administers in the process of providing its services.

This policy sets out how we collect, use, disclose and manage your personal or sensitive information. These commitments are undertaken to comply with Australia Privacy Principles (APPs) prescribed in the *Privacy Act 1998 (Cth)*. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

### **1. Types of personal information we collect**

According to the Privacy Act 1988 (Cth) personal information is generally considered to be information or an opinion from which your identity is apparent or can be reasonably ascertained. The types of information we may collect include:

- information about your identity (e.g. date of birth, address, email address, phone number, NDIS ID);
- information about your personal circumstances (e.g. age, gender, marital status and occupation);
- information about your financial affairs (e.g. payment details, bank account details);
- government identification.

### **2. Types of sensitive information we collect**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

### **3. Why we collect your personal and sensitive information**

We will generally only collect personal information if it is reasonably necessary for, or directly related to, one or more of our functions or activities. If the information is sensitive information, we will generally collect it with your consent. Sometimes we may be required to collect sensitive information without your consent, such as when it is required or authorised by a law, or a court or tribunal order.

We may collect, hold, use and disclose your personal or sensitive information for purposes including the administration of your NDIS funds, coordination of your disability supports, and liaising with your support providers, and with the National Disability Insurance Agency (**NDIA**).

We may collect personal or sensitive information to assess, investigate and respond to any allegation of abuse, assault, or neglect of customers and, where necessary, to provide the required reports to the relevant regulatory authorities, including mandatory reporting to the NDIS Quality and Safeguards Commission (**NDIS Commission**).

MyRiverside will take reasonable steps to ensure that each participant understands what personal information will be collected and informed of the reason for the collection.

### **4. How we collect your personal and sensitive information**

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

### **5. Disclosing your personal and sensitive information**

Your Personal Information may be disclosed in a number of circumstances including the following:

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

We will not give your personal information to government agencies, private sector organisations, or anyone else unless you consent, or we are permitted to do so by law, or one of the following other exceptions applies:

- you would reasonably expect us to use the information for that purpose;
- it is legally required or authorised, such as by an Australian law, or court or tribunal order
- where such information is formally requested by regulatory bodies, government agencies and law enforcement bodies, including the NDIA or the NDIS Commission;

- we reasonably believe that it is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety; or
- we have reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to our functions or activities has been, is being or may be engaged in, and we reasonably believe that it is necessary for us to take appropriate action in relation to the matter.

You acknowledge that in the unlikely event that the assets and operations of our business are sold (or offered for sale) to another party, our records containing your personal and sensitive information may be disclosed to (and/or transferred to) that party and its advisors.

#### **6. What if we can't collect your information?**

If you do not provide us with the personal or sensitive information described above, some or all the following may happen:

- we may be unable to provide the requested products or services to you, either to the same standard or at all;
- we may be unable to provide you with information about products and services you may want

#### **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 contact us in writing. MyRiverside will not charge any fee for your access request. In order to protect your Personal Information we may require identification from you before releasing the requested information.

#### **7. Marketing our products and services to you**

We do not sell personal or sensitive information to other organisations to allow them to send their direct marketing to you.

#### **8. Protection of your personal and sensitive information**

We take reasonable steps to ensure your personal and sensitive information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. 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 destroy or permanently de-identify 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 7 years.

### **13. Complaints**

If you have any questions, concerns or have a complaint about how we have handled your personal or sensitive information or you believe there is a possible breach, please contact us using the details below.

We will respond to your complaint in accordance with our Feedback and Complaints Policy and Procedure.

If you are still not satisfied with our response, you may also make a complaint to the Office of the Australian Information Commissioner on 1300 363 992 or visit [www.oaic.gov.au](http://www.oaic.gov.au) or, you can contact the NDIS Commission on 1800 035 544 or visit [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).

Our contact details are;

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

Mail: The Director

MyRiverside  
PO Box 111  
Casino 2470  
NSW, Australia

Phone: 0455 617 728

### **14. Policy Review**

We reserve the right to change this Privacy Policy from time to time by posting an updated version on our website.

### **15. Legislation, Standards and Agreements**

This Policy recognises various legislation, standards and agreements, including, but are not limited to:

- Privacy Act 1988 (Cth)
- National Disability Insurance Scheme Act 2013 (Cth)
- Anti-Money Laundering Counter-Terrorism Financing Act 2006 (Cth)
- Freedom of Information Act 1982
- Health Records Act 2012
- NDIS Practice Standards
- NDIS Quality and Safeguarding Framework
- NDIS Code of Conduct