

<b>PRIVACY STATEMENT</b>		Document # CCT-GUI-002	Print Date N/A
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Standard: Privacy Act 1988 (Commonwealth) Australian Privacy Principles Personal Information Protection Act 2004 (Tasmania)		Approved By: Chief Executive Officer	Date Approved: 14/08/2023

### 1. Aim

CatholicCare is committed to respecting people’s privacy and protecting their rights with respect to personal information. This statement sets out how we collect, use and disclose personal information. It also sets out some key parts of our Privacy Policy which may be viewed at our website at [catholiccaretas.org.au](http://catholiccaretas.org.au).

### 2. Collecting personal information

CatholicCare will, if it is reasonable and practical to do so, collect personal information directly from the relevant person.

CatholicCare may collect information when a person:

- a) give CatholicCare information over the telephone;
- b) interact with CatholicCare electronically or in person;
- c) access its website;
- d) complete an application for employment; and
- e) complete program or service required forms.

On occasion CatholicCare may collect personal information about a person from other sources where it is necessary to do so. Examples of other sources that CatholicCare may collect personal information from include, but are not limited to:

- a) schools;
- b) relatives;
- c) Business partners and other Agencies;
- d) Services Australia; and
- e) information that is publicly available on the electoral roll or other registers.

CatholicCare may also collect personal information about a person because the collection of the information is required or authorised by law or a court/tribunal order.

### 3. Purpose for collecting, holding, using and disclosing information

CatholicCare collects, holds, uses and discloses a person’s information for the following purposes:

- a) to assess someone’s account application;
- b) to establish and administer an account;
- c) to verify a person’s identity;
- d) to consider any other application made by for products or services;
- e) for customer relations purposes, including managing CatholicCare’s relationship with a person;
- f) to comply with any applicable laws, regulations or codes of practice;
- g) to comply with any payment systems requirements.

- h) for information technology systems development and testing where CatholicCare's internal computer system is upgraded;
- i) for CatholicCare's internal operations, including record keeping, risk management, auditing, training, file reviews and account analysis;
- j) to investigate, resolve and prevent complaints;
- k) to make arrangements with other organisations to provide services in relation to CatholicCare's products and services (for example, CatholicCare may arrange for mailing houses to distribute account statements);
- l) to conduct fraud assessments;
- m) for reporting and data analytics purposes, including for regulatory, management, statistical or research purposes;
- n) direct marketing purposes; and
- o) for any other purpose for which a person has given consent.

If a person does not provide CatholicCare with their personal information, it may not be able to:

- a) provide the product or service that person wants; and
- b) verify that person's identity.

#### **4. Direct Marketing**

CatholicCare may use or disclose personal information (excluding sensitive information) for direct marketing purposes. CatholicCare may conduct direct marketing via email, telephone, mail out or any other electronic means.

If at any time a person decided they do not want to receive any more marketing material from CatholicCare, they may:

- a) contact the Privacy Officer in accordance with paragraph 15 of this policy; or
- b) opt-out of receiving any more marketing material via any opt-out mechanism contained in CatholicCare's marketing correspondence.

#### **5. Use and disclosure of information**

Personal information CatholicCare holds about a person that was collected for a particular purpose will not be disclosed for another purpose, unless:

- a) the person has consented to the use or disclosure of the information for another purpose; or
- b) the access, use or disclosure is otherwise permitted under the Privacy Act (e.g. the person would reasonably expect CatholicCare to use or disclose the information for another purpose or the use or disclosure of the information is required or authorised by law or a court/tribunal order).

CatholicCare may disclose personal information about a person to third parties. Examples of third parties that CatholicCare may disclose personal information to include, but are not limited to:

- a) CatholicCare's service providers;
- b) CatholicCare's agents, contractors and external advisors (for example, CatholicCare lawyers, auditors and the Office of the Australian Information Commissioner);
- c) any person acting on a person's behalf, including legal and financial advisers;
- d) Government and other regulatory bodies, law enforcement bodies and courts as required or authorised by law;
- e) external dispute resolution bodies; and
- f) any other person where a person has given their consent.

CatholicCare is not likely to directly disclose personal information to any overseas recipients. When personal information is disclosed, CatholicCare will seek to ensure that information is used, held and disclosed consistently with the Privacy Act and any other applicable laws.

## **6. Access to personal information**

A person can access their personal information unless an exception in the Privacy Act applies. More information about how to access personal information can be found by accessing our Privacy Policy available on our website at [catholicaretas.org.au](http://catholicaretas.org.au) by contacting our Privacy Officer on (03) 62781660 or email on [catholiccare.privacyofficer@aohtas.org.au](mailto:catholiccare.privacyofficer@aohtas.org.au)

## **7. Complaints or queries**

Please let us know if you have any questions or concerns about a privacy issue by contacting CatholicCare's Privacy Officer on (03) 62781660 or email on [catholiccare.privacyofficer@aohtas.org.au](mailto:catholiccare.privacyofficer@aohtas.org.au). You can find more information about how to make a complaint or how we deal with complaints on our website [catholicaretas.org.au](http://catholicaretas.org.au).