

PRIVACY STATEMENT

Interact Australia is committed to providing quality services and this statement outlines our ongoing obligations in respect of how we manage Personal and Sensitive Information.

We confirm we have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of Personal and Sensitive Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au>

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 we collect include names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website, from media and publications, from other publicly available sources and from authorised third parties.

We collect Personal Information for the primary purpose of providing our services and providing information to our clients and marketing. Personal Information will be used by us only

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

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

What is Sensitive Information and why do we collect it?

Sensitive information is defined in the Privacy Act 1988 (Cth) 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 of which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With consent, or where required or authorised by law

Information obtained from Third Parties

Where reasonable and practicable to do so, we will collect Personal and Sensitive Information from the first party. In some circumstances we may be provided with information by third parties. We will take reasonable steps to ensure that the first party is made aware of the information provided to us by the third party.

Disclosure of Personal and Sensitive Information

Disclosure of Personal and Sensitive Information to third parties may be necessary during the provision of our services and supports or operation of our business. This may include sharing information with:

- Government agencies and regulators
- Insurers and claims administrators
- Medical and allied health professionals
- Partner organisations and service providers

We may also release your Personal and Sensitive Information in certain circumstances without consent, such as instances authorised by law or court order, or genuine emergency situations. Any intended disclosure of Personal and Sensitive Information is in accordance with applicable privacy laws.

Security of Personal and Sensitive Information

We take reasonable steps to ensure Personal and Sensitive Information is protected from misuse, loss unauthorised access, modification, or disclosure. This includes:

- Secure systems and access controls
- Restricted and role-based permissions
- Physical and electronic safeguards

When Personal and Sensitive Information is no longer needed for the purpose of which it was obtained, and as required by law, we will securely archive this information for a minimum 7-year period. Post the required period of archival, all records held will be handled in accordance with secure document destruction laws.

Maintaining your Personal and Sensitive Information

It is important that your Personal and Sensitive Information is complete, correct and current.

We take active steps to support this through regular internal record reviews and updating Personal and Sensitive Information when you advise us of changes.

Access to your Personal and Sensitive Information

You may access the Personal and Sensitive Information we hold about you and to confirm it is complete, correct and current, subject to certain exceptions.

If you wish to access this information, please contact us in writing via the contact details below. In order to protect your Personal and Sensitive Information, we will need to verify your identity before releasing the requested information.

Privacy Statement Updates

This Statement may change from time to time. The current version is available on our website.

Privacy Complaints and Enquiries

For any queries or complaints about our privacy practices:

Contact: National Manager | Quality Compliance and Administration
Telephone: 1300 FUTURE (1300 388 873)
Email: privacy@interactaustralia.com.au