

Privacy Policy

Policy Number: 1.07



Title: Privacy Policy

Purpose:

NSW Stoma Limited is committed to protecting your privacy and complying with its obligations under the *Privacy Act 1988* (Cth) (the **Privacy Act**), Privacy and personal Information Protection Act 1998 (NSW), Health records and Information Privacy Act 2002 (NSW)

This Privacy Policy sets out how NSW Stoma Ltd collects, uses, holds and discloses your personal information.

Scope

This policy applies to all staff, board members and volunteers of NSW Stoma Ltd

Policy

In this Privacy Policy, a reference to "personal information" includes any information about you, from which you can be identified, including where the context permits, sensitive information. References in this Privacy Policy to "NSW Stoma", "we", "us" and "our" are references to NSW stoma Ltd.

NSW Stoma Ltd may update this Privacy Policy from time to time by posting the updated Privacy Policy on its website or by other written notification to you. Any changes to this Privacy Policy will take effect upon the earlier of the updated Privacy Policy being published on the website or notification to you.

Consent

By visiting our website, using our products or services, or otherwise interacting with us, you consent to our collection, retention, use, and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that may apply between us.

What personal information do we collect and hold?

In the process of conducting our business, we are likely to collect and hold a range of personal information. The type of information we collect and hold includes:

- your name;
- your date of birth;
- your email address;
- your residential address;
- your phone number;
- your Medicare Card Details;
- details of the products and services we provide to you;

- gender;
- whether you hold a Pension Card or Department of Veterans Affairs Card;
- Information about your health and use of our health services;
- Specific accessibility requirements you have that are relevant to NSW Stoma's provision of services to you;

How do we collect and hold personal information?

NSW Stoma Ltd may collect personal information either directly from you or from your Stomal Therapy Nurse or other Health Practitioner. Personal information may also be collected when you:

- submit an order
- provide personal information when using our services;
- renew your membership to NSW Stoma Ltd;
- donate to NSW Stoma Ltd;
- contact us via the general enquiries page on our website;
- communicate with us through correspondence, chats, email, or when you share information with us over the telephone or in person; or
- purchase our products or use our services.

Information is held in hard copy and soft copy within our secure premises and is backed up to secure, encrypted servers located within Australia.

Why do we collect, hold, use, and disclose your personal information?

NSW Stoma Ltd may collect, hold, use, and disclose your personal information for the following purposes:

- to assess whether you are eligible to receive products or services through the Stoma Appliance Scheme (SAS) and to supply those products to you within the limits of that scheme;
- to claim from Services Australia for products issued to you through the Stoma Appliance Scheme;
- to provide information and communications relevant to your use of our services, including support and administrative messages, reminders, updates, security alerts, and information requested by you;
- to inform you of products, services, and benefits provided by NSW Stoma Ltd;
- to contact members about NSW Stoma Ltd publications or events, including our Regional Information Days;
- to operate, protect, improve, and optimise our website, services, and your experience with us;
- for internal business operation reasons, including the gathering of statistics;
- for research purposes to analyse and improve our services and benefits;
- to conduct limited marketing and advertising activities;
- for any other purpose disclosed to you at the time your personal information is collected or to which you consent.

Who do we disclose your personal information to?

NSW Stoma Ltd may disclose personal information for the purposes described in this Privacy Policy to:

- NSW Stoma Ltd's employees, officers, agents, contractors, and related bodies;
- Services Australia for the purpose of claiming the cost of products issued to you under the Stoma Appliance Scheme;
- third party suppliers who help us deliver, administer and support our functions and activities, including those:
 - hosting our servers and website;
 - providing IT services;
 - processing data, and providing storage and back-up services;
 - providing accounting and auditing services;
- specific third parties authorised by you to receive information held by us; and

Use of cookies

We collect general information from your device when you use our website and services. This might include your geo-location, IP address, device identifier, the browser, and operating system you are using, details of where that IP address has come from, the pages accessed on our website, and the next website visited.

We use cookies to monitor visitor traffic, enable content, and gather analytic and usage data on our website.

A cookie is a small text file stored on your browser's software when you access this website that allows our website to "remember you" when you return. Cookies and tools are used to identify generic preferences and behavioural patterns of how our website and online resources are being used. These cookies and tools may also be used to record your personal information. For instance, we may use and combine information collected using cookies and tools with information we already have about you to create user profiles. These user profiles may be used to maintain, secure and improve our website, enhance your experience when using our website, display and deliver relevant information and advertising (including direct marketing and targeted ads on third party websites and social media sites) and understand the effectiveness of our marketing and advertising.

You may change your browser settings to disable cookies or to notify you when you receive a new cookie. However, if you choose to disable cookies you may not be able to access the full range of services on our website or may experience reduced functionality.

Information security

NSW Stoma Ltd takes steps that are reasonable in the circumstances to protect personal information which it holds from misuse, loss, unauthorised access, modification, interference, or disclosure.

Where appropriate, NSW Stoma Ltd uses secure transmission facilities. However, you should know that there are inherent risks in transmitting information across the internet, including the risk that information sent to or from a website may be intercepted,

corrupted, or modified by third parties. As a result, we do not warrant the security of any information transmitted to us over the internet.

Do we disclose your personal information outside of Australia?

We do not provide your information to any party located outside of Australia. All information collected on our website and by any other electronic means is stored within Australia.

Links to other websites

Our website may contain links to other websites. NSW Stoma Ltd is not responsible for the privacy practices or the content of those websites. You should review the privacy statements or policies of those websites.

How do you access and correct your personal information?

You may request access to your personal information held by NSW Stoma Ltd. We will not charge for making an application to access personal information.

If you believe we are holding information about you that is inaccurate, incomplete, irrelevant or misleading, you can ask us to correct it, or delete it altogether. Any requests for access or correction of your personal information should be made in writing via the contact details at the end of this Privacy Policy.

Complaints

If you wish to make a complaint about the way we have handled your personal information, or that we may have breached this Privacy Policy, please contact the Privacy Contact Officer via the details at the end of this Privacy Policy. Please include your name, email address, and telephone number. Please also clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, you are entitled to lodge your complaint with the office of the Australian Information Commissioner at: <http://www.oaic.gov.au>.

Responding a Data Breach

Refer to NSW Stoma Notifiable Data Breach Policy

Contact Details

The Privacy Contact Officer
NSW Stoma Ltd
Unit 5, 7-29 Bridge Rd
Stanmore NSW 2048
Email: info@nswstoma.org.au

***** End of Policy *****