



Policy	PRIVACY
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1. Purpose

To explain Purple House's policies and practices related to the collection and use of personal information. It provides information on:

- The kind of information Purple House collects, how and why we collect it and how we use it
- The ways in which this information may be disclosed
- How we protect personal information held by Purple House
- How an individual can access their personal information held by Purple House

2. General Information

Personal information is information or an opinion about an individual whose identity is apparent or can reasonably be ascertained by that information. Purple House's collection and management of personal information is governed by the Australian Privacy Principles (APPs) under the *Privacy Act 1988*.

3. Management of personal information

What sort of information does Purple House collect and why?

Purple House collects personal information that is necessary for the operations of the organisation and delivery of services to patients and customers. Some information is needed to perform the functions of the corporation, and some information we are required to keep, to meet legal or compliance obligations.

Information collected by Purple House includes:

- Information required to provide services or inform records of services provided
- Human resource, payroll and other employee information
- Employee and volunteer COVID-19 vaccination status
- Personal information about volunteers
- Patient health records
- Customer information from sales including payment information

- Contact information provided by supporters and friends of the organisation for fundraising and/or communication purposes

When requested we can explain how the specific information a person provides to us will be used, stored and if relevant disclosed.

Information provided to us for a purpose will not be used for a different purpose unless it could be reasonably be expected it would be used in this way at the time it was provided to us.

How do we collect and store information?

Personal information held by Purple House is collected in two ways:

- Provided specifically by an individual in the process of being provided with a service or product, or employment / volunteering with the organisation.
- As a record of a service provided to an individual.
- Provided specifically by an individual in the process of making a donation or requesting ongoing communications from the organisation.

Personal information collected by Purple House is stored mostly electronically in specific computer software programs with restricted access, available only to individuals required to access it as part of their role within the organisation.

All reasonable and practicable steps will be taken by Purple House to protect personal information held by the organisation from misuse, interference and loss, unauthorised access, modification or disclosure.

When do we share private information with third parties?

Personal information may be shared with third parties in the following situations:

- When it is necessary to perform a function of the organisation and the sharing of the information could have been reasonably expected to occur at the time the information was provided. Examples would include providing payroll information to Purple House's Auditing Accountant or the Australian Taxation Office or information is shared with NT Health or another ACCHO who has shared responsibility for a patient and that information is critical to patient safety,
- As required to access service or support from an organisation external to Purple House, with the individual's consent
- When it is required by law
- In reports to funding or regulatory bodies

How can an individual access their personal information held by Purple House?

Any person who has provided personal information to Purple House has the right to request access to this information. They also have the right to request correction to any information held by Purple House. Purple House will take reasonable steps to make appropriate corrections to personal information so that it is accurate, complete and up-to-date.

Request should be made in writing to:

Purple House Business Manager
PO Box 5060, Alice Springs, NT 0871
businessmanager@purplehouse.org.au

Purple House may reserve the right to withhold information where it is not covered by the Privacy Act.

4. Privacy concerns or complaints

Any concerns or complaints about the management of personal information by Purple House should be addressed to:

Purple House Business Manager
PO Box 5060, Alice Springs, NT 0871
businessmanager@purplehouse.org.au

Purple House will attend to all concerns and complaints promptly. Complaints are managed as per the Purple House Feedback and complaints policy and procedure.

5. Related Documents

- Purple House Code of Conduct (doc 003)
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Regulation 2013

(This document has been approved within the Purple House Logiqc Quality Management System.)

Author/Reviewer	Approved by	Approval date	Next review by
	S Brown, CEO	24/3/2023	24/3/2024