

## How can personal information be accessed?

### Accessing your information, reporting changes, and lodging a complaint.

Clients of Uniting Communities can access their personal information, request a change be made, or report any privacy breach in person to a Uniting Communities' staff member or via correspondence to our Senior Privacy Officer. In either case the appropriate Privacy Officer will investigate and record the request and undertake any follow up that is required.

## Who is the contact person for personal information concerns or requests?

The Senior Privacy Officer is:

- Responsible for ensuring compliance with the Privacy Policies and Procedures for every operation or function of Uniting Communities where personal information is collected
- Required to conduct annual privacy audits on Uniting Communities' practices in order to ensure compliance with Privacy Legislation.



171 Commercial Street East  
 Mount Gambier, SA 5290  
 Boandik Country  
 P 08 8725 0443 • F 08 8211 8041  
[headspace.org/mountgambier](http://headspace.org/mountgambier)  
 E [headspacemountgambier@unitingcommunities.org](mailto:headspacemountgambier@unitingcommunities.org)



### Opening hours

<b>Monday</b>	9.30 am – 5.30pm
<b>Tuesday</b>	9.30 am – 7.00pm
<b>Wednesday</b>	11.30am – 5.30pm
<b>Thursday</b>	9.30am – 7.00pm
<b>Friday</b>	9.30am – 5.30pm



### how can i find out more?

[headspace.org.au](http://headspace.org.au) provides you info and resources to help you maintain your wellbeing. You can also find your closest headspace centre here – or get in touch with headspace to talk to someone



Everyone is welcome at headspace



Uniting Communities Incorporated trading as Uniting Communities



headspace National Youth mental Health Foundation is funded by the Australian Government Department of Health

# Privacy and personal information

## Uniting Communities headspace Mount Gambier



## What's in this brochure?

- What is personal information?
- What policies does headspace follow for collecting and using information?
- How can personal information be accessed?
- Who is the contact person for personal information concerns or requests?

headspace in Mount Gambier is run by Uniting Communities and follows the Uniting Communities Privacy Policy and Guidelines.

At Uniting Communities we aim to promote greater openness regarding the handling of your personal and sensitive information.

As such, all records and information management, including the collection of personal information, is undertaken by Uniting Communities following the guidelines set by the thirteen Australian Privacy Principles.

Uniting Communities supports and complies with the Information Sharing Guidelines (ISG) for promoting safety and wellbeing. See [ombudsman.sa.gov.au/isg](http://ombudsman.sa.gov.au/isg) for further information.

Scan this code for information about how headspace follow the thirteen **Australian Privacy Principles**:



## What is personal information?

In providing services, Uniting Communities may need to collect personal information from you.

Personal information is information from which an individual can be identified or whose identity could be reasonably ascertained.

Examples of personal information include:

- Age, name, date of birth
- Religion
- Gender
- Banking details
- Identifying photographs
- A description of characteristics or behaviours

## What policies does headspace follow for collecting and using information?

### The Privacy Policy covers:

- All personal information relating to clients, donors and subscribers gathered by Uniting Communities, will be collected, maintained, used, stored and disposed of in accordance with the Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the thirteen Australian Privacy Principles, as set out by the Australian Information Commissioner [OAIC].
- The ways in which Uniting Communities ensures that the Privacy Principles are understood and adhered to in a daily organisational activities.
- Our position on handling personal information.

The policy is available on the internet [www.unitingcommunities.org/privacy](http://www.unitingcommunities.org/privacy)

To request a full copy of the Privacy Policy, Procedures and Guidelines, contact the Senior Privacy Officer.