



**Purple  
Orange**  
• research • consultation • training  
• policy • publication • evaluation



**julia  
farr**  
—  
housing  
association



**julia  
farr**  
—  
MS McLeod  
Benevolent Fund

## **Privacy Policy:**

The Julia Farr group Privacy Policy has been developed from the Privacy Act 1988.

The Privacy Act 1988 regulates how organisations collect, use, keep, secure and disclose personal information. The Julia Farr group is bound by the Act including the National Privacy Principles set out in the Act. The Act is available at: [www.privacy.gov.au](http://www.privacy.gov.au)

### **The National Privacy Principles**

The National Privacy Principles aim to ensure that as an organisation we hold and handle information about a person in a responsible manner. The principles also give people some control over the way information about them is handled.

The Julia Farr group has used the ten National Privacy Principles as a framework for our privacy policy and approach.

#### **1. Collection:**

Personal information will only be collected when considered necessary. When information is people will be advised of their right to refuse to provide personal information.

The purpose of collecting the information will be explained to people along with the intended use and outcomes of the information.

People will be advised of how information will be stored, who will be able to access it and what measures will be taken to ensure privacy is maintained. People will also be advised that they can access their information on request.

#### **2. Use and Disclosure:**

The Julia Farr group will not disclose personal information about people other than for the primary purpose of collection.

Disclosure of information for the purpose of Julia Farr group activities will only occur if:

- The person has consented;

- The information has been de-identified.

The exception to the above is in situations where Julia Farr group staff are required to meet mandatory reporting obligations, e.g. alleged abuse, neglect and exploitation.

For further information on the use and disclosure of information please refer to the National Privacy Principles: [www.privacy.gov.au](http://www.privacy.gov.au)

### 3. **Data Quality:**

The Julia Farr group will take reasonable steps to make sure that any personal information it collects, uses or discloses is accurate, complete and up-to-date.

### 4. **Data Security:**

The Julia Farr group will adopt the strictest measures to protect and secure the personal information of people from misuse and loss, unauthorised access, modification or disclosure.

The Julia Farr group will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed by the Julia Farr group.

### 5. **Openness:**

The Julia Farr group's privacy policies are available online at [www.juliefarr.org.au](http://www.juliefarr.org.au). When requesting personal information the Julia Farr group will take reasonable steps to let a person know what the purpose of the information is for, how the information will be collected, how the information will be stored and the intended use and disclosure of the information.

### 6. **Access and Correction:**

Where the Julia Farr group holds personal information about a person, the Julia Farr group will provide access to information on request by the person. The Julia Farr group will not provide information if:

- Providing access would be unlawful;
- The request would pose a serious threat to the life or health of any person;
- Providing access would have an unreasonable impact upon the privacy of a person or other individuals;
- The request is frivolous or vexatious.

For further information on when information may be refused please refer to the National Privacy Principles at: [www.privacy.gov.au](http://www.privacy.gov.au)

## **7. Identifiers:**

When implementing our own identification system, the Julia Farr group will not adopt, use or disclose an identifier (number, letters, code) which has been assigned to a person by a government 'agency'. Exceptions include where such a disclosure is necessary to fulfil an obligation to a government agency.

## **8. Anonymity:**

Wherever it is lawful and practicable, the Julia Farr group will provide a person with the option of not identifying themselves when entering into transactions with the Julia Farr group.

## **9. Transborder Flow of Data:**

The Julia Farr group will transfer personal information to a recipient in a foreign country only if:

- Legislation or processes exist which effectively uphold principles substantially similar to the National Privacy Principles; or
- The person consents to the transfer; or
- The transfer is necessary for contract requirements.

For further information on Transborder Flow of Data please refer to the National Privacy Principles at: [www.privacy.gov.au](http://www.privacy.gov.au)

## **10. Sensitive Information:**

The Julia Farr group will not collect sensitive information about a person unless:

- The person, or appointed guardian<sup>1</sup>, has consented;
- The collection is required by law.

---

<sup>1</sup> Note - An Appointed Guardian is a person who is legally responsible for making all, or some, of the decisions for a person who is deemed not able to make decisions for her/himself. *More information can be found at [www.opa.sa.gov.au](http://www.opa.sa.gov.au)*

The Julia Farr group is committed to the above National Privacy Principles and will endeavour to support a person in their request for information in a fair, respectful and timely manner. If a person is unsatisfied in any way in which the Julia Farr group has handled a privacy matter, then we encourage a person to contact the Julia Farr group at:

The Julia Farr group  
104 Greenhill Road  
Unley SA 5061  
Ph: 1300 857 327 or (08) 8373 8333  
Fax: (08) 8373 8373  
Email: [admin@juliafarr.org.au](mailto:admin@juliafarr.org.au)

If at the end of this discussion a person is not satisfied with the outcome then they are encouraged to contact the Privacy Commissioner at:

Australian Information Commissioner  
Privacy Hotline: 1300 363 992  
Telephone: (02) 9284 9800  
Fax: (02) 9284 9666

UPDATED DECEMBER 2011