



Co-Ordinated Support Services Privacy Policy

Policy Statements:

Co-Ordinated Support Services is committed to protecting information kept in regard to clients and staff. It is your right to control how personal information is collected and used. We have therefore developed Procedures that protects privacy, relating to collection, Storage and disclosure of information.

The Privacy Policy and Procedures apply to all services provided by Co-Ordinated Support Services and complies with the Privacy Act 1988 and all amendments.

Using and disclosing personal or health information

Co-Ordinated Support Services intends to only use an individual's personal or health information in the provision of service to our clients or for administrative or occupational health and safety purposes for staff.

Co-Ordinated Support Services recognises the importance of individuals providing their personal or health information and will not use or disclose any information for other purposes without consent, except in exceptional cases such as if disclosure is required by law or is necessary to protect the rights or property of Co-Ordinated Support Services or any other individual or to lessen a serious threat to a person's health or safety.

Collecting Information:

Individuals do not have to supply Co-Ordinated Support Services with their personal or health information. However, if the individual chooses not to, we may be unable to provide the service required or engage the individual.

Co-Ordinated Support Services may contact individuals on the phone numbers or at the postal address provided to us for the purposes listed above. If an individual is receiving material from Co-Ordinated Support Services that they no longer wish to receive, the individual can request that their details be removed from our mailing list.

Accessing Information:

Clients wishing to look at personal information kept by Co-Ordinated Support Services can do so at any time by contacting the Manager either by email or phone, see below for details.

Changing and deleting the information we keep:

If at any time a person wishes to change personal information that is inaccurate or out of date, or if personal information needs to be deleted, the Manager should be contacted via email or by phoning details below, all reasonable steps to amend it or delete it, unless we need to keep it for legal or contractual reasons.

Storage and security of personal information:

Co-Ordinated Support Services will take all reasonable steps to keep secure any information that is held about individuals and keep this information accurate and up to date, including electronically stored information.

All employees and contractors are obliged to respect the confidentiality of personal information held. Co-Ordinated Support Services is not, responsible for events arising from unauthorised access to personal information.

Problems or Questions:

Contact Co-Ordinated Support Services if you have any ongoing concerns or problems with the personal information held these issues are treated seriously and we will work to address all issues or concerns.

If you have any further queries regarding our Privacy Policy, wish to change or delete information, or have a problem or complaint, please contact:

The Manager:

manager@coordinatedsupport.com or 07 5667 3456