



working it out

Tasmania's gender, sexuality and intersex  
status support and education service

# Privacy Policy

WIO collects and administers a range of personal information for the purposes of on-going support for individuals, advocacy, communications with WIO service users and members. The information is also collected for the provision of de-identified statistical reporting to the Department of Health and the Department of Education and other bodies who may, from time-to-time, provide WIO with funds.

WIO recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies, and manifested in our Privacy Policy, which is compliant with the *Privacy Act 1988* (Cth).

WIO is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following Privacy Procedures in relation to handling personal information.

## Privacy Procedures

### *Collection*

WIO will:

- Only collect information that is necessary for the delivery of services.
- Inform service users about why we collect the information and how it is administered and protected.
- Inform service users that this information is accessible to them.
- Collect personal information from the person themselves wherever possible.
- If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- Collect sensitive information only with the person's consent. (Sensitive information includes health information and information about religious beliefs, race, gender and others).
- Determine, where unsolicited information is received, whether the personal information could have collected it in the usual way, and then if it could have, it will be treated normally. (If it could not have been, it must be destroyed, and the person whose personal information has been destroyed will be notified about the receipt and destruction of their personal information).

### *Use and disclosure*

WIO will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- In relation to a secondary purpose, use or disclose the personal information only where:

- a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
- the person has consented; or
- certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- For other uses, WIO will obtain consent from the affected person.
- Provide all individuals access to personal information except where it is a threat to life or health or it is authorised by law to refuse and, if a person is able to establish that the personal information is not accurate, then WIO must take steps to correct it. WIO may allow a person to attach a statement to their information if WIO disagrees it is inaccurate.
- Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
- Make no charge for making a request for personal information, correcting the information or associating a statement regarding accuracy with the personal information.

### *Storage at WIO premises*

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorised access, interference, unauthorised modification or disclosure.
- Store information electronically only on servers based in Australia and which are able to meet acceptable server security standards
- Ensure that WIO data is up to date, accurate and complete.

### *Destruction and de-identification WIO*

- Destroy personal information once is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.
- Change information to a pseudonym or treat it anonymously if required by the person whose information WIO holds,

### *Data Quality*

WIO will:

- Take reasonable steps to ensure the information WIO collects is accurate, complete, up to date, and relevant to the functions we perform.

### *Openness*

WIO will:

- Ensure service users are aware of WIO's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

### *Access and Correction*

WIO will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date. WIO will respond to a request to correct a record within 30 calendar days.

### *Anonymity*

- Allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis.

### *Making information available to other organisations*

WIO can:

- Release information to third parties where it is requested by the person concerned.