

Guide Dogs SA.NT is committed to protecting your privacy.

We are bound by the Privacy Act 1988 (Cth) (and subsequent amendments) and the Code of Fair Information Practice (COFI) (Department of Health SA). Guide Dogs SA.NT has also developed its own privacy and confidentiality policies in response to the Privacy Act 1988 and COFI.

These documents regulate how your personal information is used and stored, and your right to access your personal information held by Guide Dogs SA.NT.



Guide Dogs SA.NT provides services to people who are Deaf, hearing impaired, blind, vision impaired or deaf-blind.

**South Australia
Head Office**

251 Morphett Street
Adelaide SA 5000
Tel: (08) 8203 8333
Fax: (08) 8203 8332
TTY: (08) 8203 8391
Toll Free: 1800 738 855

**Northern Territory
Darwin**

4/5 Keith Lane
Fannie Bay NT 0820
Tel: (08) 8981 5488
Fax: (08) 8981 0820

Alice Springs

Shop 6, Westpac Breezeway
Todd Mall
Alice Springs NT 0871
Tel: (08) 8955 5874
Fax: (08) 8955 5831

**Email: clients@guidedogs.org.au
Internet: www.guidedogs.org.au**



Your rights to privacy

What type of information does Guide Dogs SA.NT collect and why?

In order to provide a service to you, Guide Dogs SA.NT may ask you for personal information, such as your name, address, date of birth, health, finances, and/or your family/social situation. This information allows us to make contact with you in future and to understand your needs so that we can provide appropriate services.

For example: Sensory Directions case coordinators will ask you about how your vision or hearing loss affects your day-to-day living so that they can link you to relevant services to assist you.

You have a right to withhold your personal information from Guide Dogs SA.NT. However, this could mean the services you receive or are referred to are not appropriate to your circumstances.

How is my information stored?

Client information will be filed in a safe and secure manner in a locked storage cabinet or password-locked in a computer.

Who can Guide Dogs SA.NT share my information with?

Guide Dogs SA.NT will share your information with:

- People you have expressly permitted us to share your information with, or where your permission is implied
- Third parties as required by law, such as the police or courts
- Other Guide Dogs SA.NT staff for training, development and administrative purposes
- Other agencies for statistical purposes, in a format which will not identify you.

For example: If you contact Guide Dog Services to discuss a medical problem regarding your guide dog, they may need to contact a vet who could require some of your personal information in order to resolve the problem. You may not have given express permission for this, but it is reasonable to assume your permission.

Can I access and/or correct the personal information held on file about me?

Yes, under certain circumstances. There are some exemptions relating to access within the Privacy Act 1988 and Code of Fair Information Practice (COFI). Contact the Privacy Officer at Guide Dogs SA.NT (08) 8203 8333, TTY (08) 8203 8391 to discuss access to your file.

What can I do if I think my privacy has been breached, or if I have questions about the privacy of my personal information with Guide Dogs SA.NT?

Please call us and ask to speak to the Privacy Officer. Breaches of privacy should first be discussed with our Privacy Officer. However, if you are not satisfied with the outcome of your complaint you can then refer the matter to the Privacy Commissioner (Commonwealth Government Office of the Privacy Commissioner).

Tel: 1300 363 992
TTY: 1800 620 241
www.privacy.gov.au