

External Agencies and their contacts

THE OFFICE OF THE PRIVACY COMMISSIONER

- ✉ GPO Box 5218, Sydney NSW 2001
- ☎ 1300 36 39 92 (local call cost, but calls from mobile and pay phones may incur higher charges)
- ☎ 1800 620 241 (this number is dedicated for the hearing impaired only, no voice calls)
- ☎ (02) 9284 9666
- @ privacy@privacy.gov.au
- 🖱 www.privacy.gov.au
- 👤 If you prefer a language other than English you can contact us through the Telephone Interpreter Service (TIS) on 131 450.

NATIONAL RELAY SERVICE

- 📢 If you are deaf or have a hearing or speech impairment you can call us through the National Relay Service (NRS) on 133 677 for TTY/Voice or 1300 55 57 27 for Speak & Listen (SSR).

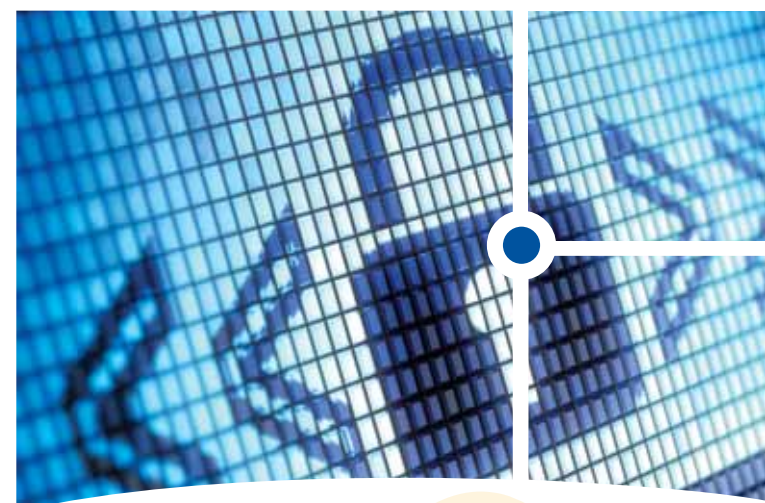
ParaQuad NSW

- ✉ 6 Holker Street, Newington NSW 2127
- ☎ (02) 8741 5600
- ☎ 1300 66 28 22 (Membership Infoline)
- ☎ (02) 8741 5650
- @ paraquad@paraquad.org.au
- 🖱 www.paraquad.org.au

BrightSky Australia

- ✉ PO Box 6347, Silverwater DC, NSW 1811
- ☎ 1300 88 66 01
- ☎ 1300 88 66 02
- @ info@brightsky.com.au
- 🖱 www.brightsky.com.au

PRIVACY AND CONFIDENTIALITY



ParaQuad NSW complies with all legal obligations under the Privacy Act 1988 (Cth) and the Health Records and Information Privacy Act 2002 (NSW)

ParaQuad complies with the National Privacy Principles outlined in the Act in all aspects of service delivery. This brochure provides a summary of these principles; how they apply to your personal information, how you can access this information and why your personal information may be used and disclosed.

1. Collection of Personal Information

ParaQuad will only collect the information that is needed in order to provide services to you. ParaQuad may need to obtain sensitive personal information, such as your medical details and history. This information will be managed in accordance with the National Privacy Principles and with your signed consent.

2. Use and Disclosure of Personal Information

ParaQuad will only use or disclose your personal information where you have provided a signed consent. Your personal information is disclosed to provide you service. In some situations, it may be required by law to release your information without your consent.

3. Quality of Personal Information and its Access

Every effort is made to keep your personal information accurate, up-to-date and complete. You have a right to access, update, correct or amend your health information under the Freedom of Information Act. ParaQuad will take reasonable steps to ensure that your health information is relevant and accurate before using it. If ParaQuad is unable to provide you with access to your health information, clear explanation for doing so will be provided to you.

4. Storage and Security of Personal Information

ParaQuad will keep your information secure and up-to-date. If you cease to be a client or a member, ParaQuad will archive and then destroy your records in accordance with legislation.

5. Transparency

ParaQuad will take all reasonable steps to ensure that you are made aware of the personal information they hold, for what purpose and how ParaQuad collects, stores and discloses that information.

6. Identity

ParaQuad will only use personal details provided by you to identify and manage your personal information.

7. Anonymity

ParaQuad services are specialised, so if you choose not to provide the requested information ParaQuad may not be able to provide you with their services. Only basic information will be provided to you if you choose to remain anonymous.

8. Sending Your Information Outside of Australia

Your personal information is only exchanged with organisations outside of ParaQuad in direct relation to the services they provide you. In the event that your personal information needs to be transferred outside Australia, it will only be provided to organisations that are directly related in your ongoing health care service.

What if you have a problem or complaint?

You have the right to make a complaint about any ParaQuad service or products, including a complaint about the way your personal health information is managed. You can make a complaint by:

- Calling ParaQuad on 02 8741 5656 and BrightSky Australia on 02 8741 5631 or;
- Completing ParaQuad's Concerns, Complaints and Compliments form brochure or;
- Contacting us on www.paraquad.org.au or www.brightsky.com.au

Further Information

If you require further information on Privacy and Confidentiality you can visit the ParaQuad website at www.paraquad.org.au or BrightSky Australia website at www.brightsky.com.au