

# PRIVACY AND CONFIDENTIALITY STATEMENT

Current as at 12 May 2017



# Privacy and Confidentiality Statement

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# SRAA's Privacy and Confidentiality Statement

## 1. Suicide Risk Assessment Australia (SRAA)

SRAA provide high quality services to organisations and practitioners aiming to identify people vulnerable to suicidality, in addition to equipping them with evidence based strategies for effective response and management. Ultimately, our mission is to support organisations and practitioners to prevent suicide within their settings.

SRAA also effectively drive workplace initiatives that reduce the devastating impact of these losses through postvention support and referral.

## 2. The Purpose of the Privacy and Confidentiality Statement

This Privacy and Confidentiality Statement (the "Statement") outlines how we manage your personal information. It also describes generally the type of personal information held and for what purposes, and how that information is collected, held, used, disclosed and destroyed or de-identified.

This Statement is reviewed annually, to ensure it remains up to date. It may be amended from time to time, and is available on our website ([www.suicideriskassessment.com.au](http://www.suicideriskassessment.com.au)).

For further information on privacy in Australia, please visit the website of the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au). SRAA Privacy and Confidentiality Statement dated February 2016

## 3. Statutory Legislation and Considerations

- Privacy Act 1988 – [www.privacy.gov.au/law/act](http://www.privacy.gov.au/law/act)
- Privacy Amendment Private Sector Act 2000
- National Privacy Principles – [www.privacy.gov.au/materials/types/infosheets/view/6583](http://www.privacy.gov.au/materials/types/infosheets/view/6583)
- Australian Psychological Society Code of Ethics – <https://www.psychology.org.au/Assets/Files/APS-Code-of-Ethics.pdf>

# Your personal information

## 4. What is personal and sensitive information?

Personal information pertains to an opinion or data about an individual or an individual who is reasonably identifiable, regardless of whether that information or opinion is true or recorded in material form. Sensitive information may include health information about an individual, and personal information about an individual's racial or ethnic origin, religious, philosophical or political beliefs, membership of a union or a political, professional or trade association, sexual orientation or practices and criminal record.

Health information includes personal information collected to provide or in providing a health service and personal information about the health or disability of an individual, an individual's expressed wishes about the future provisions of health services to the individual and a health service provided or to be provided to the individual. Health services include those pertaining to mental health and psychological status.

SRAA may from time to time, collect, hold, use and disclose health information and is committed to protecting the privacy of this type of information to a higher degree than that of other personal information.

## 5. How we collect your personal information

SRAA may collect personal information from and on behalf of treatment providers, business partners, employers and third party service providers.

We will, if it is reasonable or practicable to do so, collect your personal information directly from you. This may happen when you participate in a psychological assessment, fill out an application to attend a workshop or service, complete a survey or audit, become one of our contractors or associates or request assistance. We may collect this information in person via interview or independently, over the phone, via email, a website including online surveys and audits.

In certain cases we collect your personal information from third parties. For example, we may need to collect personal information from your representative (such as family member or legal guardian), your employer or work colleague. We will ensure that in all reasonable cases, you will be notified when information is being collected about you.

## **6. Your sensitive information**

Your health, wellbeing and psychosocial information (which may include your demographics, employment and educational history, presenting issue, history of presenting issues, psychosocial background, family history, medical history, psychological history and lifestyle information), can support the assessment or provision of the service you are seeking.

If your sensitive information is provided to us from a third party (e.g. manager, HR representative, medical practitioner, or family member), we rely on you having provided them with your consent to pass this information to us.

We are unable to collect your sensitive information without your consent, in most circumstances, except in cases where there are risks to your life or others, and as required by law.

## **7. What personal information does SRAA collect?**

Personal and sensitive information is often necessary to ensure we are able to provide the requisite services. This includes for treatment or referral, but also includes the development or delivery of training, supervision and consulting services. It may also be the case that this information is required in the context of organisation wide service development.

SRAA will only collect information that is reasonable and necessary to the provision of the identified services.

You are always invited to discuss the sensitive information as reasonable and necessary to the service you are associated with.

## **8. Unsolicited information**

Unsolicited information may be retained by SRAA if it is deemed necessary by way of risk assessment and will be handled in accordance with what is reasonably necessary to ensure the safety of those involved.

Unsolicited information provided to SRAA that does not evidence risk to self or others, will be destroyed.

## **9. The accuracy of your personal information**

SRAA makes all reasonable efforts to ensure that the personal information collected, used or disclosed is accurate, relevant, complete and up-to-date.

If you believe your personal information is not accurate, complete or up to date, please contact the SRAA immediately.

## **10. Protecting your personal information**

We take reasonable steps to securely store your personal information so that it is protected from unauthorised use, access, modification or disclosure. We store personal information in:

- Paper form stored on SRAA premises

- Electronic form moderated by SRAA's outsourced IT service providers

We take every reasonable step to ensure the practical and technical protection of your sensitive information is achieved, including encrypted passwords for electronic files, and ensuring any outsourced online services are appropriately protected with electronic safeguards. Additionally, no information is available to personnel unless they are legitimately engaged in the services you are receiving. SRAA will not disclose sensitive or personal information unless you have provided your signed written consent, we have received authorisation by another means (eg. Guardianship Tribunal) or security and identification questions.

While SRAA has security measures in place to protect your data, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, SRAA cannot warrant or ensure the security of any information you.

### **11. If there is identified risk of harm**

SRAA are not a crisis response service. If you require emergency assistance you will be redirected to the appropriate service.

Should we receive information about you that suggests you are at risk of harm or that you are at risk of perpetrating harm to others, we will notify emergency services and those reasonably identified as at risk. This may also include, but is not limited to your medical practitioner and other treatment providers, family and trusted people, manager or work colleague).

## **Use, transfer and sharing of your personal information**

### **12. How we use and disclose your personal information**

The collection of your personal information is to ensure you receive the services or products identified or required. Your personal information may be de-identified if gathered in the context of a workplace audit or survey, where no identifiable markers will be present given the quantitative analysis. For qualitative purposes, your comments or phrases may be cited in the survey analysis report, accompanied by de-identified demographic information. All reasonable steps will be made to ensure qualitative data is not identifiable if a respondent requests anonymity.

In the case of individual services, such as a psychological assessment, supervision or consultation services, some personal information may support implementation of necessary workplace changes, where your express consent will be obtained or extensions of services.

## **Dealing with SRAA**

### **13. Resolving your privacy issues**

Please contact us if you have concerns about the way in which we have handled your personal information or would like to discuss any issues about our Privacy and Confidentiality Statement. You are always welcome to speak directly with our Director, Carmen to resolve your issue.

[carmen@suicideriskassessment.com.au](mailto:carmen@suicideriskassessment.com.au)

### **14. Gaining access to and correcting your personal information**

You may request access to update or amend your personal information. In some contexts, updating or amending your information may not be possible, for example, after a survey deadline has closed and the data has been analysed. In limited circumstances, a request for access may be denied, or

restricted access given. We will provide reasons in writing for the denial of or limitation on access, but which may pertain to identified risks of harm to yourself or others.

### **15. Can I be anonymous or engage under a pseudonym?**

We are unable to provide any services if we cannot identify you. Similarly, we are unable to include your data in needs analysis, audits or surveys if we are unable to contextualise results to aspects of your work environment, health or community.

### **16. Your health professional and your personal information**

SRAA consultants and associates will manage your personal and sensitive information in a manner consistent with this policy. Your treatment providers and health professionals frequently value a collaborative approach to improving their patient's health and wellbeing, including their mental health. As such, discussing a collaborative approach with your treatment providers is highly recommended.

We rely on you having provided your designated health professional with your consent to handle your personal information to enable our support services to be provided to you.

### **17. Contact us**

Suicide Risk Assessment Australia

PO Box 178, Engadine, NSW 2233

email: [carmen@suicideriskassessment.com.au](mailto:carmen@suicideriskassessment.com.au)

Ph. 0406 935 225