

Privacy Policy

1 About this Policy

This privacy policy explains how Blue Knot Foundation (ABN 49 072 260 005) (**Blue Knot, us, we, our**) collects, holds, uses, discloses and protects the personal information of people who use our website and/or access our services (**you**), or otherwise interact with us.

The *Privacy Act 1988* (Cth) (**Privacy Act**) details Australian Privacy Principles (**APPs**) that set minimum standards for how private sector organisations such as us should collect, use, disclose, store, provide access to and correct of Personal Information. In addition, many States and Territories have their own privacy laws relating to the ways private sector entities handle privacy and personal information, including:

- (a) *Health Records and Information Privacy Act 2002* (NSW)
- (b) *Health Records Act 2001* (VIC)
- (c) *Health Records (Privacy and Access) Act 1997* (ACT)

We are committed to protecting your privacy and personal information. When you interact with us, you are trusting us with your personal information – we take this responsibility seriously.

We encourage you to review our Privacy Policy regularly, as this Privacy Policy may change from time to time. The current version will always be available on our website. Where appropriate, we will take reasonable steps to notify individuals of material changes through appropriate communication channels.

By using the Blue Knot website or our services you accept that we will collect, use and disclose your personal information in accordance with this Privacy Policy.

2 What is personal information?

Personal information means information or an opinion that can be reasonably used to identify that individual, whether or not the information or opinion is true or recorded in a material form.

Personal information includes sensitive information such as health information, credit information and tax file number information.

3 Collection of personal information

3.1 When we may collect your personal information

We will only collect your personal information, including sensitive and health information, using fair and lawful means and where we have your permission to do so to provide you with our services, or where this collection is permitted by law.

The circumstances in which we might collect your personal information include:

- (a) providing you with our services;
- (b) in order to interact with you, such as answering any questions or queries you have made through our website or by contacting us;
- (c) where we are required by law to collect certain information; and
- (d) where we have your consent to collect your personal information.

We generally rely on the collection of certain personal information in order to provide you our services. You are generally not required to provide us with any personal information, and you may contact us at any time to request that we do not collect your personal information.

However, if you choose not to provide your personal information to us, we may be limited in the ways we can interact with you, and we may not be able to offer our services to you.

There may also be some circumstances where we are legally required to collect your personal information. Subject to applicable laws, we will inform you of these circumstances when they arise.

Where we are collecting your personal information, we will use our best endeavours to make sure you are notified of this collection.

3.2 Sensitive information

We will not collect sensitive information about you unless this is reasonably necessary to provide you with our services, and:

- (a) we obtain your consent to collect and use it; or
- (b) the collection is required or authorised by law.

3.3 Types of information that we may collect

In the course of providing our services to you, the types of personal information we may collect or request include:

- (a) name;
- (b) residential or work address;
- (c) email address;
- (d) IP address;
- (e) telephone number;
- (f) age or birth date;
- (g) profession, occupation or job title;
- (h) your browser type;
- (i) literacy and communication barriers and preferences;
- (j) information about when and how you use our website or services;
- (k) information about your past internet usage, such as other websites you visit before coming to our website;
- (l) device and connection information, such as browser, operating system, mobile platform and unique device and other technical identifiers;
- (m) URL click stream data, including date and time, and content you viewed or searched for;
- (n) details of the services you have accessed or enquired about, together with any additional information necessary to safely and appropriately deliver those services to you and to respond to your enquiries;
- (o) any additional information that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our staff, representatives or otherwise; and
- (p) information you provide to us through client surveys.
- (q) Information as outlined in point 4.

When you contact us using webchat, we do not record those interactions, but we do take a transcript of the webchat session for quality assurance purposes. You may request a copy of this transcript. If you do not want the transcript to be kept, you have the right to request that the counsellor destroy the record.

The type of Sensitive Information we may collect generally includes:

- (a) your physical, mental or psychological health;

- (b) whether you are living with a disability;
- (c) information regarding whether you are from an Aboriginal and/or Torres Strait Islander background or from a culturally and linguistically diverse background;
- (d) responsible institutions if applying to the National Redress Scheme;
- (e) your sexual preference(s); and/or
- (f) your gender identity.

We may also collect some information that is not personal information, because it does not identify you, or anyone else. For example, we may collect anonymous answers to surveys or information about the use of our website.

We also keep a record of communications and documents that we are required to retain, by law.

4 How we collect your information

Where reasonable and practical, we will collect personal information directly from you. However, there may be some circumstances where it is impractical or impossible to do so. In these cases, we may collect your personal information from a third party, from publicly available sources, or from information generated through your use of our services or systems. This may include, for example, telephone numbers, webchat identifiers, IP addresses, device or browser information, system-generated metadata and other technical information necessary to deliver our services, ensure service quality, maintain security, investigate incidents or comply with legal obligations.

Where you choose to remain anonymous or use a pseudonym, we will respect that choice where lawful and practicable. However, limited technical information may still be generated during your interaction with our services to support service delivery, maintain safety and security, investigate incidents and meet our legal obligations.

In this section, we have set out some of the main ways in which we may use the personal information we collect or hold about you. In addition to these categories, we may also use your personal information for purposes reasonably related to those set out here, or if we are otherwise required or authorised by law.

If we need to use your personal information in other ways, we will provide specific notice at the time of collection and obtain your consent where required by applicable law.

4.1 How we collect personal information

Generally, the information we will collect is personal information about you, directly from you. This may include but not be limited to:

- (a) when you register for an account with us, request information, products or services ;
- (b) when you visit or use our website;
- (c) contact us by telephone, video, webchat or other online communication channels;
- (d) correspond with us including by email and post;
- (e) Lodge or participate in a Redress Support Service application or related process;
- (f) when you attend a training or supervision session, webinar, event or other activity conducted by us; or
- (g) when you complete a survey, questionnaire, feedback form or other form
- (h) participate in a promotion, competition or campaign conducted by us or on our behalf.
- (i) when you make a donation or participate in fundraising with/for us
- (j) purchase products or services from us.

4.2 Third parties

Where reasonable or practical we will collect personal information directly from you. However, we may collect personal information from other sources where it is unreasonable or impracticable to collect it directly from you, where you have authorised or consented to the collection, or where otherwise permitted or required by law. This may include collecting information:

- (a) from our other service providers, referrers or business partners involved in providing services to you.
- (b) from third parties partners engaged to verify information that you have provided
- (c) from another person or organisation where you have authorised us to obtain the information ; and

- (d) from a publicly available sources, including public registers, websites and social media, where relevant to our activities or functions.

4.3 Unsolicited personal information

From time to time, we may receive unsolicited personal information we have not requested. When this occurs, we will determine whether we could have collected the information in accordance with the Privacy Act 1988 (Cth). If the information is reasonably necessary for our functions or activities, we may retain and manage it in accordance with this Privacy Policy.

If we determine that we could not lawfully have collected the information, we will, where lawful and practicable, securely destroy the information or de-identify it as soon as practicable..

5 How we may use personal information

5.1 Generally

In general, we use and disclose your personal information in order to provide our services and in pursuit of our purpose as a charitable organisation. The reasons we may use your personal information might include but not be limited to:

- (a) conduct the business and charitable purpose of our organisation;
- (b) provide our services;
- (c) communicate with you;
- (d) help us manage and enhance our service standards;
- (e) understand your needs and establish an account for you;
- (f) respond to and assist you with your requests, inquiries or complaints;
- (g) contact you regarding our services or other services from third parties;
- (h) invite you to participate in surveys;
- (i) manage our website;
- (j) analyse data, perform audits, evaluate and report;
- (k) prevent and detect threats including security threats, fraud or other malicious activity;
- (l) comply with our legal obligations, resolve disputes, and enforce our agreements; and

(m) improve your online experience with us.

We may also use and disclose your personal information to:

- (a) identify service demand and trends;
- (b) comply with our legal and funding obligations;
- (c) provide you with the service which best meets your needs; and
- (d) inform our continuous quality improvement processes.

If you are another service provider, or otherwise a medical or related professional we may use your information to:

- (a) process your request to join our referral database;
- (b) process your request to list your service; and
- (c) respond to your feedback or email enquiry.

If you are a Blue Knot Worker, which includes but is not limited to employees, volunteers and contractors, we use your information to enable us to meet strategic, operational and legal requirements relating to your engagement, both pre and post engagement.

In general, we may also use your personal information for a purpose which is not directly related to any of the above purposes, where we have your express consent for an additional use or disclosure, or where use or disclosure is required or permitted by law.

We will delete, destroy or completely anonymise any personal information we hold when it is no longer relevant or necessary for the purposes which we collected it.

Our systems may assign a unique identifier to personal information so that we can securely store it and report on it in a de-identified way.

6 Privacy relating to our specific services

If you engage with Blue Knot's Telehealth services, including our Helpline or Redress Support Service (by any means including, but not limited to, by telephone, online chat, video) we will take reasonable steps to ensure you understand how your personal information will be handled.

Where applicable you will be advised:

- (a) that your call may be recorded for training and quality assurance purposes and given the opportunity to opt out of call recording before the interaction commences.

- (b) informed that records of your interaction with us, including service notes and any personal information you provide may be created and stored securely ;
- (c) informed that your personal information will be handled in accordance with this Privacy Policy, and directed to where you can access it; and
- (d) where required by law, asked to provide consent for the collection, use or disclosure of your personal information.

You may choose not to provide some or all of the personal information requested.

However, if sufficient information is not provided, we may be unable to provide, or may be limited in our ability to provide, some or all of our services.,

Where lawful and practicable, you may access some of our services anonymously or using a pseudonym. However, even where you remain anonymous, limited technical information (such as telephone numbers, webchat identifiers or system-generated metadata) may be collected where necessary to deliver our services, maintain safety and security, investigate incidents, or comply with legal obligations.

7 How we may disclose your personal information

7.1 Disclosures generally

We may disclose your personal information to another person, entity, government authority or a court in some circumstances. This may include when:

- (a) we have obtained your consent;
- (b) in order to provide our services and for quality assurance purposes;
- (c) we are required or permitted to do so by law, court order or by the direction of a government authority;
- (d) there is an immediate or imminent risk of harm to the individual, a staff member, an identified third party or the general public;
- (e) we are made aware of engagement or suspected engagement in an unlawful activity or serious misconduct.

Where possible, personal information which we disclose will be in a de-identified form (although this may not always be possible).

When disclosing your information, we will take all reasonable steps in the circumstances to ensure that the recipient of your information understands that they are receiving personal information, and that the recipient has in place suitable and adequate privacy policies and procedures that reflect relevant obligations under Australian law.

In the following sections, we provide information about the types of persons or entities we may disclose information about you to.

7.2 Connected to our charitable purpose

As part of our charitable purpose and in providing the services to the broader community, we may disclose personal information (but not health information) as follows:

- (a) to our funders, including to a government authority which has provided us with grant funding, where this is required to meet our contractual obligations and service agreements;
- (b) to our trusted partners to help us perform statistical analysis, send you email or post information, provide customer support, or arrange for deliveries.

7.3 Overseas disclosures of your personal information

Blue Knot is unlikely to disclose any personal information to overseas recipients. However, if for whatever reason we become likely to disclose personal information to any recipients located overseas, we will update this Privacy Policy regarding the likely disclosures (including, if it is practicable to do so, listing the countries in which such overseas recipients are likely to be located).

We will at all times take reasonable steps in the circumstances to ensure that any such overseas recipients hold, use or disclose your personal information in a way that is consistent with the Privacy Act and the Australian Privacy Principles.

8 Marketing

In addition to the purposes set out above in this Privacy Policy, we may use the personal information (other than health information) we collect about you in order to:

- (a) provide you with information about our products and services;
- (b) seek your feedback on our products or services;
- (c) inform you of events, services, promotions or offerings which might be of interest to you; or
- (d) contact you on behalf of external business partners about a particular offering that may be of interest to you, based on our interactions with you.

As part of this, we also disclose your personal information to our external business partners for the purpose of the other entity contacting you about any events, services, promotions or offerings we might offer.

If you do not wish to receive any of this correspondence, or do not consent to our use of your personal information in this way, you can opt-out or withdraw / amend your consent at any time, by:

- (a) following the instructions on how to opt-out included within the material that is sent to you (such as the 'opt-out' or 'unsubscribe' link provided in an email correspondence); or
- (b) contacting us and requesting we stop using your personal information in this way.

9 How we store and secure your personal information

We use a number of measures to protect your personal information from misuse, loss, unauthorised access, modification and improper disclosure. These measures include:

- (a) placing privacy and confidentiality requirements on employees via contracts and policies;
- (b) retaining your personal information for no longer than it is reasonably required to service a policy or continue to provide any products and services to you, unless we are required by law or any contractual obligation to retain it for longer;
- (c) restricting access to private and personal information including with electronic and physical access controls and network firewalls;
- (d) ensuring systems and methods of storage are secure utilising appropriate technology and best practice processes; and
- (e) continuous review and assessment of policies, practices, and systems.

- (f) the automated deletion of Telehealth call recordings within 3 months of the call occurring.

All employees, contractors, agents and volunteers of Blue Knot (our **Staff**) are required to abide by the privacy policies and procedures in place at Blue Knot. Additionally, our Staff are required to participate in appropriate training when instructed, to maintain their knowledge of privacy practices and to ensure that they seek support or advice when they are not certain.

10 Anonymity and pseudonymity

10.1 Anonymous information

Where lawful and practicable, you may interact with Blue Knot Helpline Service anonymously or using a pseudonym in line with the terms of this clause and overarching policy.

However, information generated during your interaction with our services (such as telephone numbers, webchat identifiers, IP addresses or other system-generated metadata), together with any information you choose to provide, may be securely collected and stored. Where necessary for service delivery, safety of any party, security, incident management or compliance with legal obligations, this information may be linked to other interactions with our services.

In some circumstances, we may be unable to provide a service, or our ability to provide a service may be limited, if you choose not to identify yourself. We may also be required by law, court order or a lawful direction of a government authority to collect or verify your identity.

11 Your rights

11.1 Accessing and correcting your personal information

We take reasonable steps to ensure that any personal information we hold about you is accurate, up-to-date, complete, relevant, and not misleading.

Under the Privacy Act, you have a right to seek access the personal information we hold about you and to request that we correct any personal information that is inaccurate, out of date, incomplete, irrelevant or misleading.

If you would like to access or correct your personal information or would like further information about these rights, please contact us using the details provided in this Privacy Policy.

We will respond to your request in accordance with the *Privacy Act* and any other applicable laws.

11.2 Consent

When you contact our services, you will be advised that if you connect with the service your personal information and data will be managed in line with our Privacy Policy. At this point you have the choice to proceed with connecting with the service on that basis, or not. If you proceed to connecting with the service, this will be deemed as your consent.

Where our collection, use or disclosure of your personal information is based on your consent, you may withdraw that consent at any time by contacting us. Withdrawal of consent will not affect any handling of your personal information that occurred before your consent was withdrawn, but it will limit our ability to provide our services or respond to your requests.

11.3 How to exercise these rights

If you would like to withdraw or amend your consent or would like to exercise your right to access or amend the personal information we hold in relation to you, please contact us using the information set out below in this Privacy Policy.

In order for us to facilitate such a request:

- (a) you will be asked to provide proof of identity that matches our records from your correspondence with Blue Knot, to ensure that personal information is provided only to the correct individual(s) and that the privacy of others is protected;
- (b) we ask that you be reasonably specific about the information you require or the request you are making, or that you answer our reasonable queries to assist us to better understand your request; and
- (c) in relation to a request for access, we may charge you a reasonable administration fee, which reflects and will not exceed the cost to Blue Knot for providing you with certain access to your personal information in accordance with your request.

We will endeavour to respond to your request within a reasonable time or within the time required by law of our receipt of your request.

If we do not provide access, we will provide written reasons.

We may not be able to facilitate (or respond to) certain requests if we no longer hold any personal information in relation to you.

As the recording of calls made to our Telehealth services are for training purposes only, are not stored on a client's record, and are deleted within three months of the call, call recordings will not be accessible unless required by law within that time period.

Any person acting on behalf of another will need to provide evidence they have permission to access the information e.g., a signed letter from the individual authorising access and the provision of three forms of identification that match the records provided by the individual during their connection with our organisation's services.

12 Use of cookies

Our website uses cookies and other technologies to function effectively. A cookie is a text file that is placed on your hard disk by a webpage server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

13 Contacting us

You can request access to or correct your personal information through our Privacy Officer at privacy@blueknot.org.au

14 Complaints

Should you wish to make a complaint, please refer to our complaints process outlined here: <https://blueknot.org.au/about-us/compliments-feedback-complaints/>.

15 Document Details and Review

This policy will be reviewed at a minimum of every three years.

Date issued:	12 July 2023	Approved by:	President
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Review date:	3 January 2024	Approved by:	President
Review date:	12 April 2024	Approved by:	President
Review date:	6 March 2026	Approved by:	President
Review date:	4 August 2026	Approved by:	President