PRIVACY POLICY

SUMMARY:

At Little Dreamers/Young Carer Wellbeing Hub(YCWH), we collect some personal information - like your name and date of birth - to help you access our programs and support. We only share this information with our team or trusted partners when necessary to provide the best experience for you. If you're under 18, we may also need to share details with your parents or guardian.

We take privacy seriously, keeping your information secure and protected. Sometimes, we remove identifying details (a process called 'de-identification') to improve our programs and share impact stories while keeping your identity private.

For more details on how we collect, use, and protect your information, read below.

If you have any questions, call us on 1800 717 515.

1. ABOUT THIS POLICY

Little Dreamers Australia Co Ltd (ABN 98 343 827 904) ("Little Dreamers Australia", "we", "us" and "our") is committed to respecting and protecting your Personal Information.

This Policy describes how we collect, store, use and disclose Personal Information. This Policy does not apply to our employee records.

We must comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**), and other laws that regulate how private sector health services handle your Personal Information.

We may change our Privacy Policy from time to time, and publish the updated version on our website.

2. KEY TERMS

Personal Information means information or an opinion about an identified individual, or someone who is reasonably identifiable, whether it is true or not, and whether it is in a material form or not.

Sensitive Information is a subset of Personal Information that is particularly sensitive. It includes health, genetic and biometric information; information or an opinion about an individual's racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual orientation or practices or criminal record.

Health Information is a subset of Personal Information and Sensitive Information. It includes information or an opinion about an individual's health (including their illness, disability or injury), their expressed wishes about future health services, health services provided, or to be provided, to an individual, as well as:

- other Personal Information collected to provide, or in providing, a health service to an individual;
- other Personal Information collected in connection with the donation, or intended donation, by an individual of his or her body parts, organs or body substances; and
- genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.

De-identified Information: Personal Information is de-identified if the information is no longer about a reasonably identifiable individual. De-identified Information is no longer Personal Information.

3. WHAT PERSONAL INFORMATION DO WE COLLECT

The types of Personal Information we collect depends on your relationship with us. We only collect Personal Information that is reasonably necessary for our functions or activities.

Program Participants

We collect Personal Information about individuals who participate in Little Dreamers/ YCWH programs, or attend or contact our Young Carer Wellbeing Hub. We only collect Personal Information that is reasonably necessary for our performance of these programs and activities (such as our School Holiday Program, Big Dreamers and Tutoring), which may include:

- your name, gender, date of birth, phone numbers, contact details (including email and postal address), photos, identity verification records and personal interests and preferences;
- photo identification verification;
- any other information you provide us, including as a result of participation in questionnaires, feedback forms and survey responses; and
- your bank account information.

If you seek services through our Young Carer Wellbeing Hub, we collect Personal Information that is reasonably necessary to provide you with healthcare services, and for our administrative and business purposes. This may include the above listed Personal Information, as well as Sensitive Information and Health Information, including but not limited to:

- your current and past medical history, including relevant family medical history, lifestyle and/or ethnic background;
- family members' medical history;
- medications;
- adverse events;
- social history;
- risk factors;
- healthcare identifiers;

- Medicare, health fund, Department of Veterans Affairs details, and information about your entitlements under these arrangements;
- referrals;
- medical reports;
- medical assessments and treatment plans;
- lifestyle information;
- information about your legal advisors, guardians and individuals responsible for your healthcare; and
- next of kin contact details

We may also collect your Personal Information from third parties, including your referring health practitioner, case worker or another person you authorise to participate in your care.

Prospective Employees and Volunteers

If you apply to work or volunteer with us, we will collect Personal Information about you, including so we can communicate with you, verify your identity and credentials and assess your application. This may include your:

- contact details including address, postcode, telephone numbers, fax numbers and email addresses;
- demographic information including age, date of birth and gender;
- qualifications and experience including employment history and academic records;
- information contained in references obtained from third parties;
- medical information;
- referee details;
- superannuation fund details; and
- outcomes of police checks (such as confirmation a successful police check has been performed).

Service providers and contractors

If you are a service provider or contractor working with us, we may collect Personal Information about you or your staff in order to engage your services, prepare invoices and operate our programs, including:

- contact details including address, postcode, telephone numbers, fax numbers and email addresses;
- business identification information;
- provider registration numbers;
- qualifications;
- insurance information;
- compliance documentation;
- subcontractor information;
- conflict of interest declarations;
- payment and bank account information; and

Sensitive Information including working with children checks and Health Information.We collect this information directly from you or your staff, as well as from documents provided to us, including invoices, orders and contracts.

Donors

We collect Personal Information about our donors in order to process and manage donations, reporting obligations and related activities, including:

- name and date of birth;
- contact details including address, postcode, telephone numbers and email addresses; and;
- bank account information.

Online payments are managed by a third party on our behalf, using encryption technology. However, we will receive your name and a description of your donation.

Product Purchase

If you purchase a product on our website, we may collect the following types of Personal Information from you in order to receive and manage your order:

- contact details including name, address, postcode, telephone numbers, and email addresses; and;
- bank account information.

Online payments are managed by a third party on our behalf. However, we will receive your name, mailing address, and a description of your purchase.

Dealing With Us Anonymously or Using A Pseudonym

Where possible and lawful, you may interact with us anonymously or by using a pseudonym but this may limit the services we can provide. For example, if you contact us verbally with a general question, we will not record your name unless we need it to adequately address your query.

What Happens If You Do Not Provide Your Personal Information?

If you choose not to provide us with some or any of your Personal Information, we may not be able to respond to your enquiry, provide you with the full extent of our services, or offer you employment or volunteer opportunities (as applicable).

5. HOW WE COLLECT YOUR INFORMATION

Where reasonable and practicable, we will collect Personal Information directly from you.

We usually collect- Personal Information directly from you in the following circumstances:

- when you contact us, communicate with us and/or give us feedback directly (by phone, in person, and by email);
- when you submit an application or online enquiries;
- during the intake and assessment process for the Young Carer Wellness Hub;
- when you provide information via public social media pages; and;
- when you apply for a job or to be a volunteer.

With your consent, or where it is not reasonable or practicable for us to collect this information directly from you (such as where you are experiencing a medical emergency, or you do not know the relevant information), we may collect your Personal Information from third parties, such as:

- your treating health care provider, social worker, carer or referrer;
- the My Health Record system;
- the Australian Immunisation Register;
- anyone you have authorised to deal with us on your behalf, including your family members, carers or guardians;
- via our website (including digital platforms managed by third parties); and,
- via your referees.

6. Purposes For Which We Collect, Hold, and Use Your Personal Information

We collect Personal Information for the purposes of performing our functions and activities, including providing our services to you. This includes, but is not limited to:

- processing donations;
- performing our programs;
- delivering healthcare services through our Young Carer Wellness Hub;
- coordinating with other healthcare services;
- enabling medical practitioners at our clinics to provide appropriate healthcare, treatment, and services;
- managing and conducting our business;
- obtaining feedback and managing any complaints lodged;
- undertaking safety and quality assurance activities;
- administering billing, payments, debt recovery and benefits;
- providing requested services, including contacting you for meetings, appointments, sending reminders, reporting back to referring practitioners, or making referrals;
- complying with our legal obligations, resolving any disputes, or enforcing our agreements and rights with third parties;
- for persons applying for a position with us, considering your suitability for engagement or employment;
- providing you with electronic prescriptions;
- uploading information to the MyHealth Record in accordance with your consent settings; and;
- assessing job applications.

7. ENGAGING WITH US ELECTRONICALLY

Links to other websites

You may visit our website www.littledreamers.org.au without disclosing your identity. Any personal information you provide to us electronically will be managed in accordance with this Privacy Policy.

Our website uses cookies. A cookie is a small file stored on your computer's browser, used to manage custom settings and content delivery. Cookies collect certain non-identifiable information about your device type, browser type, IP address, accessed pages, and third-party websites. You can refuse to accept cookies by adjusting your internet browser settings, but this may affect the full functionality of our websites. We utilise third-party services for demographic analysis of website visitors to assist us in improving our website.

Our website may contain links to other sites. Any access to and use of such linked websites is governed by the privacy policies of those third-party websites and not this Privacy Policy.

8. HOW DO WE USE AND DISCLOSE YOUR PERSONAL INFORMATION

We use or disclose your Personal Information for the primary purpose for which it was collected, or:

- a secondary purpose that is related (or for Sensitive Information, directly related) to the primary purpose, and you would reasonably expect, or we have told you, that your Personal Information will be used or disclosed in that way;
- otherwise with your consent;
- where we are required or authorised by law to use or disclose your Personal Information;
- where disclosure will prevent or lessen a serious or imminent threat to the life, health or safety of any individual, or to public health or safety; or;
- the disclosure is reasonably necessary to take appropriate action in relation to a suspected unlawful activity or serious misconduct.

Note: A related 'secondary purpose' is one that is connected to, or associated with, the primary purpose.

Note: For the use or disclosure of Sensitive Information, the secondary purpose must be 'directly related' to the primary purpose of collection. This means it must be closely associated with the primary purpose, even if it is not strictly necessary to achieve the primary purpose.

In the course of providing our service to you, or after we have provided a service to you, we may disclose your Personal Information to:

- our employees, volunteers and agents;
- for individuals accessing the Young Carer Wellbeing Hub, to the treating medical team, and health service providers outside the Young Carer Wellbeing Hub to whom you may be referred, or to your referring health practitioner;
- Medicare or other funding bodies as part of our billing process;
- support workers, plan managers, support coordinators and other community support service providers that you engage with, including as part of the National Disability Insurance Scheme;

- third party suppliers (including third party technology suppliers), service providers and distributors;
- payment systems operators (e.g. merchants receiving card payments);
- anyone to whom our assets or businesses (or any part of them) are transferred;
- our professional advisers, such as lawyers, insurers, accountants or auditors;
- specific third parties authorised by you to receive information held by us; and/or;
- other persons, including government agencies, regulatory bodies and law enforcement agencies, in accordance with lawful processes or as required or authorised by law.

We may engage third parties to perform services on our behalf, and we may use and disclose personal information to facilitate these arrangements.

Our technology suppliers may store personal information offshore.

8. DIRECT MARKETING

We may use your Personal Information to send marketing and promotional messages and other information that may be of interest to you. You may opt-out of receiving marketing communications or targeted advertising from us at any time, by using the link in promotional and marketing emails or by contacting us directly on 1800 717 515 or at info@littledreamers.org.au. We do not use Sensitive Information for direct marketing, unless you opt in to receive those communications. Please note you cannot opt-out of receiving administrative and transaction-related emails for us unless you deactivate your support. These are emails that are related directly to your support plan.

We may also share De-Identified Information, or information about our users and participants that has been aggregated or combined so that it no longer identifies an individual person or other anonymised information for regulatory compliance, industry and market analysis, demographic profiling, marketing and advertising, and other business purposes.

We do not routinely send Personal Information overseas. We will only disclose your Personal Information to overseas recipients if we have your consent or if an exception applies under the APPs.

9. HOW WE STORE YOUR PERSONAL INFORMATION

We store your Personal Information in either electronic and/or hard copy (paper) form. We retain your Personal Information in our computer systems and databases, and in our physical files.

We take reasonable steps to protect your Personal Information from misuse, loss, unauthorised access or modification, or disclosure. We use technologies and processes such as access control procedures, network firewalls, encryption, password protected databases and physical security measures to protect your Personal Information. However, the confidentiality of any communication by email cannot be guaranteed and we are not responsible for the security of information transmitted by the internet.

We keep your Personal Information for only as long as is necessary for the purpose for which it was collected , or where otherwise required or authorised by applicable legal obligations, in accordance with our applicable policies.

Individuals participating in the Young Carer Wellbeing Hub may request the transfer of medical records to an alternate provider outside our service, and a reasonable administrative fee may apply.

Information that is no longer needed or required by law will be securely destroyed or de-identified in accordance with laws.

10. ACCESSING AND UPDATING YOUR PERSONAL INFORMATION

You have the right to request access to, or correction of, the Personal Information we hold about you. To request access to, or correction of, your Personal Information, please contact our Privacy Officer using the details below.

We will need to verify your identity before responding to your request. Subject to any applicable exceptions or requirements, we will provide you with access to the Personal Information you request within a reasonable time and usually within 28 days.

If your access request is made on behalf of an individual (e.g. you are a solicitor or legal guardian of a patient), we may request evidence of your authority to act on behalf of that person.

In certain circumstances, requests may be declined in accordance with privacy laws. If we deny your access request, we will provide reasons for the decision and inform you of your right to make a complaint.

There are no charges for requesting access (or correction) of your Personal Information, unless the request is for particularly voluminous records.

11. DATA BREACH INCIDENTS

If we discover that there has been actual or suspected unauthorised access to, disclosure or use of, your Personal Information (a data breach), we may contact you to inform you. We will work with you to mitigate the consequences, including harms, resulting from any such data breach.

We are required under privacy laws to notify Government regulators such as the Office of the Australian Information Commissioner about certain data breaches.

12. QUESTIONS AND COMPLAINTS

If you have questions about how Little Dreamers Australia/ YCWH handles your Personal Information, or if you have a complaint about Little Dreamers Australia's information handling practices, you can contact the Privacy Officer (details below). We may request additional details regarding your

complaint and the desired outcome. Subsequently, we typically undertake the following steps when handling and responding to a privacy complaint: collecting pertinent facts, examining relevant documents, and engaging in discussions with involved parties.

In most instances, we aim to investigate and respond to complaints within a 30-day timeframe. If the matter proves to be more intricate or requires a more extended investigation period, we will let you know.

Should you find our response unsatisfactory, you have the right to file a complaint with the Office of the Australian Information Commissioner. You can reach the Office of the Australian Information Commissioner at 1300 363 992 or access their contact information online at www.oaic.gov.au.

13. CONTACT DETAILS

Privacy Officer
Little Dreamers Australia
Postal address: 5 Charnwood Crescent, St Kilda VIC 3182
Email: privacy@littledreamers.org.au
Phone: 1800 717 515