

Privacy Statement

How do we keep your information safe?



One Door Mental Health is committed under the Australian Privacy Principles (2013) and the Health Records and Information Privacy Act, 2002, to protecting the confidentiality and security of personal information collected for providing a service.

The kind of personal information we collect

We may collect personal information from you such as your name, date of birth, current address, medical history, diversity information and preferences and other personal information. We will only collect relevant information necessary to provide you with a service.

How we collect your information

We will only collect information from you or from other services or people when you have given your consent. If you are unable to give the personal information or choose not to give us the personal information that we request, we may not be able to provide the service that you require.

How we use your information

We will only use your information for the purposes you gave it to us or a directly related purpose.

Who we might share your information with

We will only send information to someone else when you have given your consent to the information being used and it will assist in providing a service to you.

Accuracy of information

We will keep personal information up to date and accurate. Please contact us when there is a change in any personal information we hold about you.

Access

To obtain access to your information, you will need to provide proof of your identity. This is necessary so that we can ensure that your personal information is not incorrectly shared with any other person.

Data security

We will take reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials and materials stored and generated in paper copy.

Training of staff

We will make sure that staff receive training about how to keep personal information secure. Only properly authorised staff or people are permitted to see or use personal information that we hold.

Complaint Process

If you have any concerns about the way we are managing your personal information, or you believe that a breach of your privacy has occurred please contact our Privacy Officer (Quality and Safety Lead) by phone on 1800 843 539 or mail to PO Box 2258 North Parramatta 1750.