Danila Dilba Health Service
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DDHS Privacy Policy: Summary

This document is a summary of Danila Dilba Health Service's (DDHS) Privacy Policy. It explains how DDHS **collects, uses, stores** and **shares personal information** from **clients, staff, contractors** and **other people** that work with us or use our services.

If you want more detail, please read our full Privacy Policy, which is set out after this Summary.

Respect for Aboriginal and Torres Strait Islander Peoples

DDHS is committed to handling information about Aboriginal and Torres Strait Islander peoples with **the highest standard of care, respect and transparency** and **protecting your personal information according to the law** and in a way that is **culturally safe**.

What Information Does DDHS Collect?

DDHS will collect different information about you depending on whether you are a client, a staff member, a contractor or someone else who interacts with us. Some information we collect is **Personal Information**. Other information is **Sensitive Information**.

Personal Information is information that can identify you – your name, signature, address, telephone number, date of birth, medical records, bank account details.

Sensitive Information is personal information that includes information or an opinion about you, including things like racial or ethnic origin, religious or philosophical beliefs, sexual orientation or criminal record.

You can choose not to provide information, but DDHS may not be able to deliver some services without it.

How Does DDHS Collect Information?

DDHS usually collects information directly from you—for example, during appointments, events, job applications, or donations. It may also collect information from:

- Its own systems and website
- Third parties such as My Health Record or My Aged Care
- Notifications required by law (e.g. communicable diseases)
- Family members (e.g. family medical history)

We must have **your consent** to collect **sensitive information** unless the law says it is not required.

Why Does DDHS Use and/or Share Information?

DDHS uses personal information to:

- Provide health and other services
- Manage your relationship with DDHS
- Conduct research and provide training
- Improve services and review our performance
- Communicate with you
- Make employment decisions
- Meet legal, reporting, and funding requirements

Who is Information Shared With?

DDHS may share information with:

- Health specialists involved in your care
- My Health Record (if you are registered)
- Partner organisations and contractors
- Advocates, carers or family members present during your care
- Research partners
- Event organisers
- Financial institutions (for payments)
- Funding bodies, regulators or professional advisers

How Does DDHS Protect Information?

DDHS will work hard to protect information from misuse, loss, or unauthorised access. We do this in a range of ways including:

- Using data and cyber security processes
- Having physical security at premises to prevent access to information
- Creating safe spaces for discussing sensitive matters in private

Accessing or Correcting Your Information

You can request access to the personal information that DDHS has about you. And you can ask to correct it if you think it is incorrect. DDHS may ask you to verify your identity before making changes.

Questions or Complaints

If you have any questions or a complaint about privacy, you can contact us:

Questions	Complaints
• Using the Contact Us page on our website at https://ddhs.org.au/contact/ • By calling (08) 8942 5400 between the hours of 8:00 am and 4:00 pm, Monday to Friday • By emailing info@ddhs.org.au • In writing to 28 Knuckey Street, Darwin NT 0800 • Verbally with an Aboriginal Community Liaison Officer (for clients) or through the Aboriginal Staff Advisory Committee (for staff)	• Using the Feedback page on our website at https://ddhs.org.au/feedback/ • By calling (08) 8942 5400 between the hours of 8:00am and 4:00pm, Monday to Friday • By emailing feedback@ddhs.org.au • In writing to 28 Knuckey Street, Darwin NT 0800 • Verbally with an Aboriginal Community Liaison Officer (for clients) or through the Aboriginal Staff Advisory Committee (for staff)

DDHS - Privacy Policy

1. Privacy Policy Statement

Danila Dilba Health Service (**DDHS**) is committed to protecting your personal information in compliance with our obligations under law.

2. Guiding Principles regarding Cultural Safety and Indigenous Data Sovereignty

Whilst ensuring that DDHS acts in accordance with its obligations under law and regulation, it will apply the following guiding principles to its collection, use and disclose personal information:

- DDHS also acknowledges that the collection of information relating to Aboriginal and Torres Strait Islander peoples carries particular historical and cultural significance. In recognition of the ongoing impacts of colonisation, including historical misuse of data about Aboriginal and Torres Strait Islander peoples, DDHS is committed to collecting, using and storing this information with the highest standard of care, respect and transparency.
- Where personal or sensitive information relates to Aboriginal and Torres Strait Islander peoples, DDHS recognises the right of those individuals and communities to govern how their information is collected, used and shared. DDHS will seek to apply Indigenous data sovereignty principles in the design and conduct of research, evaluation and reporting activities involving Aboriginal and Torres Strait Islander peoples' information.
- Where personal information is collected, used or disclosed for research purposes involving Aboriginal and Torres Strait Islander peoples' information, DDHS will ensure appropriate consent processes are in place and, where possible, that research is governed or co-designed with Aboriginal and Torres Strait Islander peoples.

3. What personal information we collect

The types of personal information we may collect about you depends on the nature of your interactions with DDHS, including if you are a client or program beneficiary, research participant, employee, contractor, donor, volunteer, prospective supporter, or if you engage with us in some other way.

Depending on your interaction with DDHS, we may also collect sensitive information about you where this is necessary to provide you with services (such as health services), or because we want to understand your interests better and improve our communications with you. This sensitive information may include:

- health or genetic information, including information or an opinion about your health or about health services being provided to you; and
- information or an opinion about racial or ethnic origin.

We may collect other personal information about you, including:

- contact details such as address, phone number, email address;
- history of your correspondence, donations and other interactions with us;
- credit card or bank account details;
- if you apply for a position with us, your work history, qualifications and other information necessary to consider your application; and
- information about your interactions with our website. This may include information such as your server address and information collected via tracking technologies such as cookies.

You may decline to provide us with personal information, or you may choose to deal with us anonymously or using a pseudonym. However, without your personal information, we may not be able to provide you with certain services. For instance, we may not be able to provide health services to you or we may be unable to engage you to provide services to our organisation.

4. How we collect personal information

DDHS aims to collect your personal information directly from you where possible. This may be when we provide services to you, when you provide personal information to our staff and volunteers, when you register for one of our events, when you apply for a position with us or when you donate to DDHS or otherwise provide support to us. We may also collect your personal information ourselves, such as when you interact with us, our services or our systems, including our website. We may also collect your personal information from third parties. For example, if you are registered with the My Health Record system or My Aged Care, we may collect health information about you from that system.

We have processes in place to obtain consent before collecting an individual's sensitive information. We may sometimes collect sensitive information from third parties as authorised by law. For example, through receipt of notifications regarding communicable disease diagnoses. We may also collect health information from a client about their family's history of health conditions. If you provide us with personal information about someone else, we expect that you are entitled to disclose that information to us.

5. Why we collect, use and disclose personal information

DDHS collects, uses, holds and discloses personal information for certain purposes, which may include:

- to provide services (including health services) to you;
- where it directly relates to providing services to you (including health services);
- to undertake research projects;
- to undertake professional development;
- to carry out our business functions and activities, including to manage your relationship with us and to process donations;
- to respond to your inquiries and to send receipts, surveys or updates about our activities;

- to conduct marketing and fundraising activities and obtain feedback about our events and services;
- to manage and improve the quality of our services, including to undertake analytics activities that inform our service delivery, marketing campaigns and other activities;
- to personalise your online experience and promote our services to you;
- to make employment and recruitment decisions, including to assess suitability and confirm eligibility for a job or volunteer role;
- to facilitate any audit or accreditation that DDHS may undertake;
- for compliance and reporting purposes; and
- as authorised or required by law.

6. Who we disclose personal information to

From time to time, DDHS may disclose your personal information to third parties, including:

- specialists and other members of a multidisciplinary care team that may be involved in your care;
- the operator of the My Health Record system, if you are registered for that system;
- partner organisations, contractors and third party providers who we collaborate with to provide our services to you;
- your authorised representatives and third parties such as your advocate, carer or family members who may be present with you when we provide services to you;
- volunteers, agents, contractors and third party providers who we retain in connection with supporter activities or to manage our systems;
- our research partners, including our partner organisations and higher education institutions;
- third party organisers and hosts of any DDHS functions you may attend;
- people viewing DDHS promotional material or donation pages who may see your image or name (or donation amount, if applicable);
- your employer, if you have participated in a corporate fundraising or volunteering activity;
- your financial institution, in the case of direct debit or credit card transactions for donations or payments;
- our grant funding providers for the purpose of obtaining funding to support our programs;
- for reporting purposes under funding agreements;
- to regulatory bodies for compliance or auditing purposes;
- our legal representatives and other professional service providers;
- for mandatory reporting purposes where we are required to do so by law; or

- other entities as authorised or required by law.

7. How we safeguard your personal information

DDHS takes the safety and security of your personal information seriously. We aim to take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.

Where possible, we aim to use encrypted communication channels, especially for the transmission of private information. We aim to implement measures in our physical premises to protect client information and to provide a safe environment where clients can feel comfortable to discuss confidential or sensitive information.

8. Online activity and social media

We may use 'cookie' technology on our website to understand how our website is used and improve our visitors' online experience. When using our website the following information may be recorded:

- your server address; and
- your top level domain name (.com/ .gov/ .org, etc).

Persistent and session cookies may be used on our website. Persistent cookies record storage data of your actions whilst using the site, (filling a form etc), and session cookies retain logon information. When you close your browser, session cookies are deleted while persistent cookies remain on your computer.

You can adjust your browser settings to block, remove or control how cookies are used, however this may make some functions of our website unavailable or unable to function correctly.

We may also engage with you through social media platforms such as Facebook, Instagram or LinkedIn. You may adjust the settings of each platform to control what content you receive.

9. Direct marketing and opting out

DDHS may use your personal information to send you direct marketing communications, such as where you have subscribed to our newsletter or to promote our upcoming activities, projects or events. Where we use your information for this purpose, we provide a means for you to opt out of receiving these communications.

You may use opt-out links in our digital communication or reach out to us using the contact details provided below. There are some kinds of communications that we will send even if you have opted out of receiving promotional communications, such as SMS reminders to book appointments to receive test results, receipts so that you can claim an income tax deduction, important safety reminders for vulnerable clients, and others.

10. Keeping your information accurate

DDHS aims to ensure that the personal information we hold about you is accurate, complete, up-to-date and relevant. However, the accuracy of this information is largely dependent on the information you provide. If you become aware of any changes required to your personal information, please contact us.

If we are satisfied that certain personal information we hold about you is inaccurate, incomplete, out-of-date, irrelevant or misleading, having regard to the reasons for which we hold that personal information we may take reasonable steps to correct that information even if you do not contact us.

11. How to access or correct your personal information

You have a right to access, update and correct personal information DDHS holds about you. Requests for access to or to correct personal information should be made to the contact details provided below. Before providing access to or correcting your personal information, we may also require you to verify your identity.

12. Contacting us

If you have any questions, concerns or complaints about the way we handle your personal information, please contact us using the contact information below. If you make a complaint to us, we will aim to consider your complaint and respond to you within a reasonable time. If you are not satisfied with how we have handled your matter, you may wish to contact the Office of the Australian Information Commissioner via the contact details listed on <https://www.oaic.gov.au/contact-us>.

If you have any queries in relation to this Privacy Policy, you may contact us:

- Using the Contact Us page on our website at https://ddhs.org.au/contact/
- by calling (08) 8942 5400 between the hours of 8am and 4pm, Monday to Friday
- by emailing info@ddhs.org.au
- in writing to 28 Knuckey Street, Darwin NT 0800
- verbally with an Aboriginal Community Liaison Officer or through the Aboriginal Staff Advisory Committee.

If you wish to make a complaint about our privacy practices, please submit a written complaint to:

- Via email to feedback@ddhs.org.au
- In writing to 28 Knuckey Street, Darwin NT 0800
- Or via the online feedback or complaints form on our website at https://ddhs.org.au/feedback/

Or raise the complaint verbally with an Aboriginal Community Liaison Officer or, for staff, through the Aboriginal Staff Advisory Committee. A record of your verbal complaint will be made by that Officer or Committee member.

All complaints made, whether in writing or verbally, will be treated in the same manner and responded to appropriately.

13. Personal and sensitive information

In this policy, 'personal information' refers to any information or opinion (whether true or not) about an identified person or a person who is reasonably identifiable. This may include names, addresses, telephone numbers and email addresses.

'Sensitive information' is a subset of personal information. It includes:

- 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 about an individual;
- genetic information; and
- biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
- biometric templates.