

STATEMENT OF COMMITMENT: YOUR PRIVACY

Bridges for Learning is committed to protecting your personal information.

Australian Privacy laws guide us how to do this. This is a brief statement of how we collect, store, use and disclose your personal information.

If you wish to know more please ask about our privacy policy.



What sort of information do we collect and why?

We collect personal information that allows us to better understand your need, so we can provide the best service possible. The information we collect depends on your relationship with us. We may collect your name, address, contact details and payment details relating to paying for therapy.

We will only collect sensitive information relating to health and medical history, personal beliefs, racial or ethnic origin if it is relevant to how we can support you or your family. We do not disclose this information to a third party unless required by law or you have given your written and/or explicit consent.

Photographers or video may be taken and used only with your written consent. You can withdraw your consent at any time.

How is your personal information collected?

In most instances, we collect the information directly from you, your family or other people or organisations you have given us permission to contact. We may collect some information that you have given us verbally, in writing or electronically via email or our website.

Who do we share your personal information with?

In order to provide a better service for you, we may ask to share your information with another party such as Education or Health Providers. We will ask you for your consent.

There are times when we are legally required to disclose information we hold about you or your family without your consent, such as when someone's safety is at risk.

What happens if you do not want to share your personal information with us?

If you are requesting a service from Bridges for Learning and do not provide us with your personal information, we may not be able to provide you with our services.

How secure is your personal information?

Bridges for learning considers the security of your personal information a priority and has measures in place to protect it from misuse, modification, unauthorised access or disclosure. Electronic data is stored in a secure network that has a two -actor authentication. Staff may only access the data they require to do their job.

If you cease accessing Bridges for Learning, we will archive, destroy or permanently de-identify your personal information following the records management rules set by law and our funding contracts.

Can you access and correct your information?

We take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. If you believe your personal information held by us is inaccurate or incomplete, please let us know. In most cases we will correct your information immediately.

If you would like a copy of your personal information, please send a request to us in writing so we can confirm your identity. You can do this by email, or mail. If we cannot give you access to the information, we will explain the reason in writing

Contact us

Bridges for Learning
25 Thompson St
Bowral NSW 2576

Phone: (02)48614054

email: manager@bridgesforlearning.org.au



What will happen if I make a Complaint?

Once we have received your complaint, we will contact you within 2 business days to discuss it with you. We may need up to 20 business days to investigate and resolve your complaint.

If you are not satisfied with how we handled your complaint you may contact the Office of Australian Information Commission by phoning **1300363992** or lodging a complaint inline through oaci.gov.au