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## Subject: Collections Notice – Client Records

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These Guidelines relate to the Privacy and Information Security Policy.

Cerebral Palsy Alliance (ABN 45 000 062 288) is collecting your personal information (including your name, date of birth, address, postcode, demographic information, contact details, telephone numbers, email address, information on how you use our services and programs, your preferences regarding our services and programs, health information which is necessary for us to provide direct and indirect supports and services to you, financial information (e.g. payment details of clients or donors), family information (e.g. emergency contacts, carers or guardians)) so that we can:

- Contact you
- Verify your identity
- Manage our relationship with you
- Facilitate provision of our services and programs to you
- Address or respond to any requests from you
- Inform you of existing and proposed services and programs which we provide
- Better understand your needs in the area of support
- Develop and improve the quality and scope of the services and programs we provide, and seek your feedback
- Support you to participate in the community and ensure the safety of our other clients and staff.

We may also use your personal information for purposes related to those described above which would reasonably be expected by you.

We will not use your information for purposes other than those described above unless we have your consent or as permitted by law (including for law enforcement or public health and safety reasons).

### Consent

As part of the initial Service Agreement process, clients are asked to sign a Consent Form in relation to CPA maintaining records and sharing information. This consent is valid for the period of time you receive services from us. However, you may request (in writing) to change or cancel the consent at any time.

Your Client Relationship Manager (or delegate) will review with you the consent from time to time, and you are free to choose whether or not to give consent. You will be supported to get external advice on this if you wish.

If you return for service after more than 18 months of no contact, or there is a change in your circumstances (e.g. capacity to make informed decisions), the Consent Form will need to be signed again. The employee who identifies that the Consent Form is out of date will ensure it is signed again.

If you give your consent orally, or by other means such as through a language or signed interpretation or use of an AAC device, an employee will note this in your records.

### Our treatment of client information

When information is being collected directly from you or your family or guardian, you should be aware:

- Of the purpose for which the information is sought
- That written records will be factual, objective and respectful
- That all information obtained will be kept confidential, and any breach of this policy by an employee will result in disciplinary action
- That information will be shared with other CPA employees on a 'need to know' basis in order to carry out their duties. (Students receiving training and supervision from CPA staff will be considered to be part of CPA's staff. However, you may refuse to have a student participate in your service.)
- That the records/files in which this information is stored are owned by CPA
- That you are entitled to change your mind and cancel consent at any time by confirming this in writing
- That de-identified information may be used for public interest research
- That records are archived and will eventually be destroyed, according to CPA policy and our legal requirements.

### Photos and videos

We will ensure that your consent is obtained before any photos or video footage are taken (you will be asked to sign a Permission to Use Photographs/Video Footage), or any video conference takes place. For video conferences, the employee organising the conference will inform you of who is participating and will introduce you to everyone involved. You may terminate the session at any time. The employee will make notes in your records about the video conference.

We will also use the contact information details you have provided to send you marketing information and materials related to our services and programs, including, where you have opted in, via email or other digital communications.

We generally collect personal information directly from you, such as when you visit our website or otherwise contact and correspond with us (eg over the phone, via email or in person). Where it is not practicable to collect personal information from you, we may also collect personal information from publicly available sources of information, and, where you have provided your consent, from third parties.

If you do not provide us with the personal information we have requested, we may not be able to provide you with services, programs and assistance to the extent that they require us to collect, use or disclose personal information.

We may disclose your personal information to our related companies, contractors providing services to us and to other third party service providers (such as information technology providers) we use in conducting our business.

Before CPA shares personal information with any overseas organisation it will take reasonable steps to ensure that either:

- The overseas recipient does not breach the APPs in relation to the information by entering into an enforceable contractual arrangement; or
- The overseas recipient is subject to laws that protect the information in substantially the same way as the Privacy Act.

We may also disclose your personal information where we are required or authorised by Australian law to do so, such as child protection laws.

Further information about how we handle your personal information, including details about how you can access your information and how you can complain about a breach of the Australian Privacy Principles (as well as how we will deal with any complaint) can be found in our [Privacy Policy](#).

You can contact us by getting in touch with our Privacy Officer, using the following details:

**The Privacy Officer**

Cerebral Palsy Alliance

PO Box 171, Forestville NSW 2087

**Email:** [privacy@cerebralpalsy.org.au](mailto:privacy@cerebralpalsy.org.au)

**Phone:** 1300 888 378 (+61 2 9975 8000)