

We may otherwise use or disclose personal information where required or authorised to do so by law, which may include emergency situations and assisting in law enforcement.

### **Accessing and updating information**

If an individual wishes to request access to or to correct any personal information we hold about them, they may contact us using the 'Contact Details' set out on next page. Individuals should provide as much detail as possible about the particular information sought, in order to help us retrieve it. An access fee may be charged to cover our costs of providing the information. In certain circumstances, we may not be required by law to allow access to or correction of personal information. If that is the case, we will provide our reasons for that decision.

We always take reasonable steps to make sure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

### **Security**

We always take reasonable steps to protect all of the personal information we hold from misuse and loss, and from unauthorised access, modification or disclosure. This protection applies in relation to information stored in both electronic and hard copy form.

### **Contact details**

If you have any questions or feedback about privacy, or you wish to make a complaint about the way in which we handled your personal information, please contact us as set out below:

**Email:** [csf@frankston.net](mailto:csf@frankston.net)

**Phone:** (03) 9783 7284

**Address:** 35 Beach Street,  
Frankston 3199

**Website:** [www.frankston.net](http://www.frankston.net)

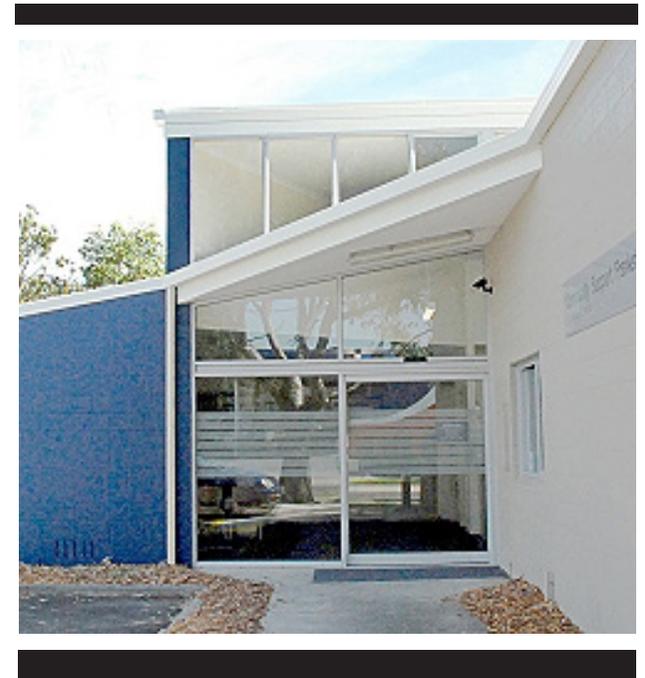
### **CSF Open Hours**

Monday	9.00 AM — 4.00 PM
Tuesday	9.00 AM — 4.00 PM
Wednesday	9.00 AM — 4.00 PM
Thursday	1.00 PM — 4.00 PM
Friday	9.00 AM — 4.00 PM

**COMMUNITY SUPPORT FRANKSTON**  
Inc. Reg. No. A0000431J ABN 95 426 151 625

# Privacy Policy

March 2019



**35 Beach Street, Frankston**  
**Phone: 9783 7284**

# Community Support Frankston Inc. (CSF) Privacy Policy



To help individuals better understand the personal information we gather and the practices we employ, Community Support Frankston Inc (Registration Number A0000431J and ABN 95 426 151 625) has developed a **Privacy Policy** that covers the following areas:

- Information collected;
- use and disclosure of information;
- accessing and updating information;
- security; and
- contact details

CSF is committed to protecting the privacy of your personal information. This Privacy Policy sets out our personal information management practices.

Throughout this Privacy Policy, we refer to your 'personal information', which means information or an opinion (including information or an opinion forming part of a database), that is recorded in any form, and, whether true or not, is about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. Your home address and home telephone number are examples of personal information.

CSF complies with the Information Privacy Principles set out in Information Privacy Act 2014 and any other applicable laws to protect your privacy.

## Information collected

We only collect personal information that is necessary for our functions and activities. We will not collect personal information in an unfair, unlawful or unreasonably intrusive manner.

Generally, we try to collect personal information directly from individuals, however, there are certain situations in which we may collect personal information about individuals from someone else. In either case, we will take reasonable steps to ensure that the individual is aware of the purposes for which the information is collected.

If we are not provided with the personal information requested, we may not be able to fully carry out our functions and activities.

## Use and disclosure of information

We will use or disclose personal information which we collect:

- in accordance with this Privacy Policy;
- in accordance with the Information Privacy Principles;

- where you have consented to the use or disclosure; or
- for the main purpose(s) for which we collected it, or for related purposes which you would reasonably expect, which may include:

1. Subject to the Information Privacy Act 2014, to provide you with information relating to CSF or details about our services that may be of interest to you, unless you have previously advised us that you do not wish to be contacted for those purposes;
2. Purposes related to CSFs' research (including market research), planning, service development, security, testing, and risk management;
3. To assist CSF in planning and delivering services; and
4. We may provide the information we collect to third parties, only with your consent to do so. The type of third parties to whom we would usually disclose personal information may include:
  - Other individuals or organisations who assist us in delivering our services; events and activities.