

PARTICIPANT PRIVACY NOTICE

What information do we collect about you?

The Bridge Inc. (The Bridge) collects personal information that is provided by you when you inquire about receiving services from us and during your time with us. We may need to collect a lot of information about you to help us do our job.

The Bridge mostly collects information from you directly, but with signed permission (consent) we may also collect information about you from others who know you, such as carers, other support agencies and health professionals. This information may include your name, contact details, support requirements, interests, education, and other personal information provided by you.

The Bridge may collect sensitive information about you, such as health information, criminal history records and religious or cultural information that helps us to support you properly.

If you do not provide us with information that we reasonably request, The Bridge may be unable to assist you with the services and support you are requesting.

Why do we ask for this information?

The Bridge asks for information about you so that we can make sure we are the right type of service for you and can support you in the best possible way. Your information is used to plan the assistance we provide to you and make sure that you are safe during activities.

Who do we share your information with?

Workers at The Bridge will be able to see your information. They have access to your records on our database and update the information when required.

The Bridge is required to provide some of your personal information to government agencies and departments who we are connected to. We let them know when you have started and finished with us, as well as some of the activities we have been assisting you with during your time with us.

We also share your information with external auditors who visit our services each year to check that we are working in accordance with Quality Standards. We ask for your permission to allow the auditors to look at your information.

The service will not give out or ask anyone else for your personal information without your permission, or where necessary the permission of your parent/carer/guardian. The only times we might share your information without your permission is if it is an emergency and we cannot ask you or your parent/carer/guardian or if we are required by law.

When sharing information about you, The Bridge will make sure that it only shares what needs to be shared. We will record in your file when The Bridge has shared information about you with others. When we share information for research purposes it will not have your name on it. Other people reading it will not know it is about you.

How do we store your information?

Your personal information will be stored securely in your participant record. You or your parent/carer/guardian may be able to view and correct any personal information held about you by contacting the service to arrange an appointment.

Your information will be kept by us for as long as it is needed for service provision and to comply with our legal and funding requirements, including after you are no longer connected to The Bridge. When we no longer need your information, it will be securely destroyed.

You can remain anonymous during interactions with The Bridge such as when you first contact us to enquire about our services or when you fill in a survey.

Any other questions?

All workers provided with access to your personal details work in accordance with The Bridge's Privacy Policy. A summary version of this policy and link to the full Privacy Policy is available on our website www.thebridgeinc.org.au

Please contact us if you have any questions about the personal information that we hold about you or the way we handle that personal information. Our contact details are set out below. Once you contact our office, we will direct you to the appropriate Manager for a response.

Contact Details for The Bridge

Email: info@thebridgeinc.org.au

Tel: 03) 8710 8555

Address: The Bridge Inc. Suite 3, Level 4 Plaza Business Centre

26 McCrae Street Dandenong VIC 3175

Postal Address: PO Box 7030

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