



PRIVACY POLICY

SUMMARY

Birth for Humankind collects and administers a range of personal information for the purposes of fulfilling our mission to foster healthy families and communities by providing mother-centred support, education and holistic care throughout pregnancy, birth and after the baby comes.

Birth for Humankind is committed to protecting the privacy of personal information it collects, holds and administers.

AIMS

This policy has been designed to let you know, as someone who interacts with Birth for Humankind, about how we handle personal information.

Birth for Humankind adheres to privacy laws the Privacy Act 1988 (Cth) and the Health Records Act 2001 (Vic). These laws regulate the way organisations:

- collect;
- use;
- disclose;
- keep secure; and
- give people access to their personal information.

This policy tells you what personal information we collect and keep, what we do with it, and what your rights are in relation to that information.

COLLECTION OF PERSONAL INFORMATION

As a not-for-profit organisation focused on providing health support and education, Birth for Humankind routinely collects and records client personal and health information as part of its service provision.

The types of personal information Birth for Humankind collects include information about

your name, contact details, age, identification information and dealings with us.

If you are or wish to become a client Birth for Humankind may also collect information about your pregnancy, birth, health, immigration/visa details, domestic and financial history and circumstances, emergency contact, language, use of support services and whether you are of Aboriginal/Torres Strait Islander descent. Some of this information is relevant to assessing your eligibility for our services.

Where it is lawful and feasible, clients have the option of not identifying themselves or of choosing a pseudonym/alias when dealing with Birth for Humankind. Where a client takes the option of remaining anonymous/using a pseudonym, staff and volunteers will explain to the client if there are any limitations or likely consequences associated with not knowing the client's identity, such as determining eligibility for certain services.

If you do or wish to work or volunteer with Birth for Humankind, we may also collect information about your work history, training, experience, skills, availability and police and working with children checks.

Birth for Humankind collects personal information directly from individuals, and sometimes from other sources, for example:

- in order to prevent harm to another individual
- with consent, as part of a professional assessment
- during emergency or disaster conditions (bushfires, floods etc). In these circumstances Birth for Humankind will seek to verify with the individual the information received and collected from other sources as soon as possible once the emergency has subsided
- where an individual is impaired in their ability to provide the necessary information because of, for example, intellectual disability, mental illness or a medical condition
- when using an interpreter service for clients with limited English communication skills
- referees, for people applying to work with Birth for Humankind.

USE AND DISCLOSURE

Birth for Humankind collects, holds, uses and discloses personal information to assess eligibility for Birth for Humankind services, provide and develop Birth for Humankind services, evaluate and improve our programs, inform our advocacy work, maintain and update records, communicate and manage relationships with stakeholders and train and manage its team. Birth for Humankind may not be able to do these things without your personal information. For example, Birth for Humankind may not be able to provide services to you.

With your consent, Birth for Humankind may exchange your personal information with other service providers and professionals involved in your care. Birth for Humankind may disclose your personal information if referring you to other appropriate agencies or professionals who can assist you or your family. We may also exchange your personal information with external agencies, if relevant to the provision of our services and/or

assisting in achieving our mission.

The organisation may disclose your personal information to other organisations (e.g. other like-minded not-for-profit entities) so that they can communicate with you about their services, but only with your consent or otherwise in accordance with applicable privacy law.

DATA SECURITY

Birth for Humankind takes a number of steps to protect the information it holds from misuse, loss, unauthorised access, modification and/or disclosure. Depending on the circumstances, methods of protection may include de-identifying client information, locked storage for client files, discussing personal matters in a private location, confidentiality agreements, staff training and limiting electronic data access. Birth for Humankind may sometimes use third party providers to host or store data.

BIRTH FOR HUMANKIND'S WEBSITE

If you visit birthforhumankind.org (the Website) to read, browse or download information, Birth for Humankind's system may record information such as your server address, top level domain (e.g. .com, .au, etc), date and time of your visit to the Website, pages accessed, information downloaded, previous site visited and browser type. This information is used for statistical, reporting and website administration and maintenance purposes.

Like many other websites, our Website may use 'cookies' from time to time. A cookie is a piece of information that allows Birth for Humankind's system to identify and interact more effectively with your browser. The cookie helps Birth for Humankind to maintain the continuity of your browsing session and remember your details and preferences when you return. You can configure your web browser software to reject cookies however some parts of the Website may not have full functionality in that case. See www.allaboutcookies.org for instructions on deleting and rejecting cookies for many common browsers.

The Website may use Google services such as Google Analytics from time to time. For more about how Google collects and processes data, please see Google's privacy policy and their information at www.google.com/policies/privacy/partners/.

ACCESS AND CORRECTION

You have a right to seek access to personal information held about you by Birth for Humankind and to correct it if it is incorrect or misleading. Birth for Humankind may ask you to make a request in writing to the CEO and/or provide proof of identity.

However there are a number of exemptions to providing you access to and correction of your personal information.

PRIVACY COMPLAINTS

All issues, concerns or complaints in relation to breaches of the Birth for Humankind Privacy

& Confidentiality Policy should be raised with the COO at annabel@birthforhumankind.org.

Complaints will be handled impartially and as promptly as possible in the circumstances. Birth for Humankind may request additional details from you regarding your concerns, and may need to engage or consult with other parties in order to investigate and deal with your issue. Birth for Humankind will keep records of your request and any resolution.

If you have any questions or concerns relating to this policy, please do not hesitate to:
email us at info@birthforhumankind.org
telephone us on 1300 073 086; or
write to us at PO Box 1108, Thornbury VIC 3071