



PRIVACY POLICY (EXTERNAL)

SUMMARY

Birth for Humankind collects and administers a range of personal information in order to fulfill our purpose of ensuring respectful maternity care and equitable health and wellbeing outcomes for all.

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

AIMS

This policy outlines 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 explains what personal information we collect and keep, what we do with it, and individual's rights in relation to that information.

COLLECTION OF PERSONAL INFORMATION

As a not-for-profit organisation and support service provider, Birth for Humankind routinely collects and records client and supporter personal information, as part of its service provision.

The types of personal information Birth for Humankind collects includes:

- names
- contact details
- age
- identification information, and
- dealings with us.

Clients

For Birth for Humankind clients, we may also collect information about:

- names
- contact details
- age
- identification information
- their pregnancy
- birth
- health
- immigration/visa details
- domestic circumstances
- financial history
- emergency contact
- language
- use of support services, and
- whether they are of Aboriginal/Torres Strait Islander descent.

This information is relevant to assessing eligibility for our services and providing the best quality of care and support.

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.

Staff and volunteers

For staff and volunteers, we may also collect information about:

- names
- contact details
- age
- identification information
- work history
- training
- experience
- skills and qualifications
- availability and contact hours
- emergency contact, and
- police and working with children checks.

HOW WE COLLECT INFORMATION

Birth for Humankind collects personal information directly from individuals. There are some limited circumstances when we may collect information from other sources, for example:

- 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 using (deidentified where possible) personal information.

Clients

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

Supporters and clients

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

DATA SECURITY

Birth for Humankind takes 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 visiting birthforhumankind.org (the website) to read, browse or download information, Birth for Humankind's system may record information such as server address, top level domain (e.g. .com, .au, etc), date and time of 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 the browsing session and remember 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

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

However, there are a number of exemptions to providing access to and correcting personal information.

PRIVACY COMPLAINTS

All issues, concerns or complaints in relation to breaches of the Birth for Humankind Privacy and Confidentiality Policy should be raised with the CEO by emailing info@birthforhumankind.org – Attention: CEO.

Complaints will be handled impartially and as promptly as possible in the circumstances. Birth for Humankind may request additional details regarding the concerns, and may need to engage or consult with other parties in order to investigate and resolve the issue.

Birth for Humankind will keep records of the request and any resolution.

If you have any questions or concerns relating to this policy, please:

- email info@birthforhumankind.org
- call 1300 073 086, or

- write to us at Level 8, 255 Bourke St Melbourne VIC 3000