

Lifeline Direct Privacy Statement

Introduction

Lifeline Direct Limited (LLD) is a fully owned subsidiary of Lifeline Australia. Lifeline Direct respects and upholds your right to privacy protection under the *Privacy Act 1988* (Cwth), which regulates the handling of personal information about individuals. Lifeline Direct also complies with health records legislation, including the *Health Records and Information Privacy Act 2002* (NSW) and the *Health Records Act 2001* (Vic). Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable. The Privacy Act includes the Australian Privacy Principles (APPs). The APPs set out standards, rights and obligations for the handling, holding, use, accessing and correction of personal information (including sensitive information). We aim to comply with the National Privacy Principles in respect of the collection, use, disclosure and handling of personal information from individuals. This Privacy Statement details the practices we have adopted to protect your privacy, and should be read in conjunction with the [Lifeline Australia Privacy Policy](#).

We may change our Privacy Statement from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Statement.

Providing Personal Information

We may collect personal information either directly from you, or from third parties authorised to provide information to us. We may collect this information when you communicate with us in person, by phone, via mail, through correspondence, chats, email, online, or when you share information from other social applications, services or websites. If you choose not to provide some information to us this may affect our ability to assist you. You may request to be anonymous or to use a pseudonym, unless it is impracticable for Lifeline Direct to support you or if Lifeline Direct is required or authorised by law to deal with identified individuals.

How do we Protect Your Personal Information?

We take all reasonable steps to maintain the security of any personal information we receive and use a combination of security techniques including secure web-based services, restricted data access, locked file cabinets, firewalls, virus software and encryption where necessary.

Ownership and Use of Personal Information

Title to, and all intellectual property rights in, your personal information remain your property. You grant to us a licence to use, copy, transmit, store, and back-up your information and personal information for the purposes of providing services to you and to operate, protect, improve and optimise our services. By using our counselling services, you agree that we can access and aggregate data we have collected from you using reasonable steps to use your personal information in a way it does not personally identify you. Put simply, Lifeline Direct receives funding to provide this service without charge to our clients. Our funders require certain information as evidence that both the service has taken place and also that it provides value to both the funder and you, the client.

Accessing or Correcting Your Personal Information

As required under the Australian Privacy Principles, you can access the personal information we hold about you. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information. If you think that any personal information we hold about you is inaccurate, please contact us using the contact details at the bottom of the page and we will take reasonable steps to ensure that it is corrected.

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Disclosure of Personal Information

All personal information gathered by the counsellor during the provision of the counselling service will remain confidential except when:

1. You have given permission for the information to be provided to another person, health provider or professional (e.g. when we provide a referral to another health specialist);
2. It is subpoenaed by a court; or
3. Lifeline Counsellors are 'mandatory reporters' as follows:
 - a. If during the session it is believed you are at risk to yourself or someone else this will be discussed with you and we may have to report this to relevant bodies.
 - b. failure to disclose the information would in the reasonable belief of Lifeline Direct that you or another person at serious risk to life, health or safety; or
4. You would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected; or
5. Disclosure is otherwise required or authorised by law.

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purposes other than those contained in this Privacy Statement.

Making a Complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us on the details provided at the bottom of the page. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

Contact Us

For further information about our Privacy Statement or practices, or to access or correct your personal information, or make a complaint, please contact us at ldprivacy@lifeline.org.au.

Effective: 15 May 2020