

Protecting Your Privacy

What happens to your information while you are a COACH Mentor?

As licensee of the COACH Family Mentoring program, Mosaic Life Care Limited respects your personal information and upholds your rights to privacy protection under this privacy notice, the Australian Privacy Principles contained in the *Privacy Act 1988* and applicable state/territorial legislation.

What Information Do We Collect about You and Why?

In order to assess your suitability as a mentor and to provide support to you, we need to collect personal information which may include your name, address, telephone number, other contact details, family information, background information as well as your progress, needs and general well-being in the mentoring relationship. We collect this information to enable us to understand your suitability as a mentor and keep up-to-date details about your relationship needs to provide you with the best possible support.

We collect information from your application and mentor contact forms, through face-to-face interviews, during telephone calls or from third-party evaluation and feedback as advised during the recruitment and assessment process. We attempt to keep your information accurate, complete and up to date.

We keep your information in a support file held in a secured Australian location or on a password-protected electronic database. Your file will be kept for 7 years from the date of the last contact, or the case of a child, until the child turns 25. After this time, your files will be disposed of appropriately.

Who Else Sees Your Information?

Your information will only be used within the COACH program. We will not disclose personal information to a third party except:

- with your permission,
- where there is legal obligation to do so,
- if there is some significant risk of harm to you, or others,
- when discussing with colleagues, COACH experts or other agencies where secondary consultation is required only when your identity is concealed.

We also provide sparse de-identified information for statistical program evaluation and professional purposes.

What Say Do You Have in What Happens to Your Information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right support for you. If you decide not to share some of your information, this is your right, but it may affect our ability to provide you with the best possible support.

Can You Access and Correct Your Information?

At any stage, you may request access to the personal information kept in your file by contacting the COACH Coordinator in writing. We will process the request in accordance with applicable laws. In some circumstances, your request may be denied if there is considered a safety risk to others. You may also request amendments if there are inaccuracies in this information.

Any Other Questions or Concerns?

Please talk to your COACH Coordinator if you have any other questions about the management of your personal information, or if you wish to access your record, or require a copy of the Privacy Act 1988 (Commonwealth), Information Privacy ACT 2014 ACT or the Health Records (Privacy and Access) Act 1997 (ACT) If you wish to make a complaint, you may write to cindy.mitchell@mosaiclifecare.com.au. If you are dissatisfied with our response, you may refer the matter to the Office of the Australian Information Commissioner (see www.oaic.gov.au).