



# Privacy Policy

This Privacy Policy applies to all information collected by Breakthrough Emotional Well-being Project via the website located at [www.projectbreakthrough.com.au](http://www.projectbreakthrough.com.au).

Breakthrough Emotional Well-being Project will need to collect and record personal and health information.

What is **personal information**? Personal information is any information that identifies you and includes:

- A written record which may include your name, address and other details about you

What is **health information**? Health information is a specific type of 'personal information' which may include information about your physical or mental health or disability. It includes:

- Personal information you provide to any health organisation
- A health service already provided to you
- A health service that is going to be provided to you
- A health service you have asked to be provided to you
- Some genetic information about you, your relatives or your descendants.

## **Confidentiality:**

All personal information gathered by Breakthrough Emotional Well-being Project during the provision of the service will remain confidential and secure except when:

1. It is subpoenaed by a court
2. Chapter 16A request is made
3. Failure to disclose the information would place you or another person at risk,
4. Your prior consent has been obtained to
  - a. Provide a written report to another professional or agency such as a GP, specialist doctor and public health sector.
  - b. Discuss the information with another person such as a parent, designated carer, case worker.

Breakthrough Emotional-wellbeing Project may want to discuss aspects of the consumers personal information with a senior colleague for clinical supervision purposes. In this situation, all information is de-identified.

## **Security:**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **Complaint procedure:**

If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please email [info@projectbreakthrough.com.au](mailto:info@projectbreakthrough.com.au). All complaints will be considered by Breakthrough Emotional Well-being Project and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.