

THE NEIGHBOURHOOD HUB PRIVACY STATEMENT

The Neighbourhood Hub often collects personal information from individuals engaging with the organisation in order to provide services and support, as well as ensure it meets its contractual, legal and ethical responsibilities.

In line with the Australian Privacy Principles The Neighbourhood Hub gives the following assurances in regards to your personal information.

1. The Neighbourhood Hub will only collect information that is relevant and necessary to deliver services and support. You do not have to provide the requested information however without this personal information The Neighbourhood hub may be unable to provide services and/or support to you.
2. Personal information provided will only be used for the purpose for which it is collected.
3. The Neighbourhood Hub will collect personal information directly from you. From time to time it may be appropriate for a third party to provide information about you to The Neighbourhood Hub. The Neighbourhood Hub will seek your consent prior to seeking information from a third party. If a third party discloses information about you to The Neighbourhood Hub, The Neighbourhood Hub. will inform you of this.
4. The Neighbourhood Hub will endeavour to ensure that personal information held is accurate, complete and up-to-date. All personal information will be stored securely.
5. Statistical information may be provided to the relevant funding bodies for the purpose of ensuring that you are provided with a quality service.
6. The Neighbourhood Hub will not disclose personal information to a third party without your consent, unless required to do so by law or a duty of care. A duty of care means that The Neighbourhood Hub is required to pass on information if they believe that there is a risk of harm to yourself or others.
7. You have a right to request access to your personal information held by The Neighbourhood Hub and to seek correction of this information if you do not believe it is accurate. The Privacy and Confidentiality Policy and Procedures detail how you can request access and correction of this information.
8. The Privacy and Confidentiality Policy and Procedures also detail how you can make a complaint if you believe there has been a breach of your privacy or confidentiality.
9. The Neighbourhood Hub will not be disclosing your information to overseas recipients.

Please contact The Neighbourhood Hub to obtain access to The Neighbourhood Hub policies, procedures and any other organisational information.