



## **The Social Skills Hub Privacy Policy**

Issued: August 2022

The Social Skills Hub manages client information in accordance with the Australian Privacy Principles from the Privacy Amendment (Enhancing Privacy Protection) Act (Cwlth) 2012.

### **Client information**

As part of providing services to you or your child, The Social Skills Hub collects and records personal information about you and/or your child that is relevant to your current situation.

Information is gathered as part of intake, assessment, and intervention for you or your child and is seen only by The Social Skills Hub staff. The information remains confidential, and cannot be disclosed without your consent, except as required by law.

Information is retained to enable staff to provide a relevant and informed service, and after completion of services as required by law. After the required retention period, records are destroyed.

The Social Skills Hub takes all reasonable steps to ensure information we collect or disclose is accurate, complete and up to date.

Our electronic client records are stored in a password protected client management system, and paper records are stored in locked areas.

### **Requests to access and correct client information**

At any stage, clients and/or parents may request to see the information about them kept on file. Our staff may discuss contents with you and/or give you a summary or copy. All requests for access to information should be lodged with administration. These requests will be responded to within five business days and an appointment made if necessary for clarification purposes. If you think the personal information we hold about you is incorrect, we will take all reasonable steps to correct it.

### **Concerns**

If you have a concern about the management of your personal information, please notify administration in the first instance. If the issue cannot be resolved, you may contact the Director on 0403 788 136. Ultimately, if you wish to lodge a formal complaint about the use of, or access to your personal information, you may do so with the Office of the Australian Information Commissioner at [www.oiac.gov.au](http://www.oiac.gov.au), phone 1300 363 992 or GPO Box 5218, Sydney, NSW 2001.