



## Lojic Institute Privacy Statement

### **What information does Lojic Institute collect?**

When you become a client or customer of Lojic Institute a record is made containing information such as your name, address, date of birth, emergency contacts, general practitioner (GP) contact details, the nature of the problem for which you sought assistance and information related to understanding the issue such as information about your health, your likes and dislikes, and your daily and weekly activities. Every time Lojic Institute works with you or meets you, new information, such as case notes, is added to your record.

### **Why is information collected?**

Lojic Institute collects the information we need to ensure that you receive the best possible support. We gather this information to understand your needs and to be able to work with others to maximise the support that you receive in achieving those needs.

Your information may also be used for research that will help provide better human services for the community. The Lojic Institute only engages in research with recognised tertiary institutions and applications for research undergo thorough investigation and review within the university's research ethics committees. Researchers must follow strict guidelines and maintain the confidentiality of the information they access. No personal, identifiable information will leave the organisation for research without your prior consent. Typically, the information will be de-identified, so there is no way of knowing that your information was used as part of the research.

Lojic may also use your de-identified information in publications such as an annual report or in promotional material such as brochures or website content.

It is your right to be able to opt out of this research and we will not use your information for this if you ask us not to. Please speak to our Privacy Officer listed below if you have any questions about this, or wish to opt out.

Lojic clinical staff may also share your information during clinical supervision sessions. Lojic Institute engages Behaviour Solutions to provide clinical supervision to our staff.

### **How do you protect my information?**

Information about you is stored in a client record file that is kept securely within our organisation's electronic system. Information about you is also located within the organisation's password-protected computer system and is available to Lojic Institute professionals who are involved in your support.

Any hard copy versions of documents are stored in locked filing cabinets. Any personal information collected that is not required for your file will be shredded.



We maintain strict policies regarding who has the authority to access your personal information. All our staff are bound by a formal code of conduct about the confidentiality of your information. We educate and monitor staff to ensure information is handled confidentially and with respect and care.

**Who might receive information from Lojic?**

*You, your family and substitute decision-maker.*

Usually, we will complete reports and plans as part of your involvement with us. These reports and plans summarise our understanding of the problems that you asked us to help with and provide recommendations on how to improve the situation. We provide a copy of these to you and those who assist you with making decisions about your life.

*Service providers*

Typically, we will also provide a copy of these to any other service providers that would benefit from understanding how to support you well. This includes any disability support or foster care providers supporting you. We will also usually send a letter or summary to your GP or Psychiatrist, although this is not the case for every visit.

Sometimes your GP or Psychiatrist will contact Lojic Institute for additional information. In this situation, we will only release information to the doctor you have specified as your GP/Psychiatrist through our intake process.

**Will anyone else receive information about me?**

In some circumstances, laws oblige us to release personal information about you.

Examples of this include:

- presentation of your record as evidence in court when subpoenaed
- compulsory reporting to state and federal authorities

**Will I be contacted after I cease involvement with Lojic Institute?**

The Lojic Institute is focused on quality customer service. During your engagement with us, we will actively seek feedback about the service and support that we provide to you. We may also seek such feedback after you have ceased your involvement with Lojic Institute.

Sometimes one of the Lojic Institute professionals may write to you about a research study that you may be eligible to join. You can choose if you would like to be involved.

**How can I access my information?**

If you want more information or if you do not understand an aspect of your support, the best person to speak to is a member of Lojic Institute. You have the right to make a written application for access to your personal information held by Lojic Institute. If you would like to do so please contact the Privacy Officer listed below. If there is information in the record that you believe is incorrect, you have the right to request that it be corrected.



**Contact the Privacy Officer**

Lojic Institute General Manager Carl Patterson – 0409 456 292

**What should I do if I have a complaint about privacy?**

If you have any questions regarding what happens to the information about you, please speak to a staff member. If you would like a copy of our privacy policy or wish to make a privacy complaint contact Lojic Institute General Manager- 0409 456 292.

If you are not satisfied with the way in which we handle your information or your privacy concerns, you may wish to make a formal complaint to the Office of the Australian Information Commissioner- Call: 1300 363 992.