

Privacy Policy & Statement

Effective Date: 1/2/2026

Outcomes Victoria ("we," "our," "us") is committed to protecting the privacy and confidentiality of personal information. This Privacy Policy outlines how we manage personal information in accordance with the Australian Privacy Principles (APPs).

1. What Information We Collect

We collect personal information necessary to provide consulting, coaching, or supervision services. This may include:

- **Contact Information:** Name, address, telephone number, and email address.
- **Sensitive Information:** Health, disability, or mental health information needed to inform our consulting services, if relevant.
- **Professional Details:** Occupation, job title, and employer information.
- **Financial Details:** Billing and payment details.

2. How We Collect Information

We collect information directly from you through consultation, emails, or contact forms. We may also collect information from third parties (e.g., your employer, support networks) with your consent.

3. Purpose of Collection

We collect, hold, and use your personal information to:

- Provide contracted consultancy or professional social work supervision services.
- Manage client relationships and communication.
- Process invoices and payments.
- Comply with legal, professional, and regulatory obligations.

4. Use and Disclosure

We will only use or disclose your personal information for the primary purpose for which it was collected, or for a related secondary purpose if you consent or it is required by law.

- **Third-Party Disclosure:** We may disclose information to external service providers (e.g., IT support, administrative assistants) who are bound by confidentiality agreements.
- **No Sale of Data:** We will not sell, rent, or trade your personal information.
- **Mandatory Reporting:** We may disclose information without consent if we reasonably believe it is necessary to prevent a serious threat to an individual's life, health, or safety, or to comply with mandatory reporting laws.

5. Data Security

We take reasonable steps to protect your information from misuse, interference, loss, unauthorised access, modification, or disclosure.

- **Electronic Security:** Use of secure, password-protected systems, encryption, and firewalls.
- **Physical Security:** We do not keep hard copy files .

6. Data Retention and Destruction

We retain your personal information only for as long as needed to fulfill the purposes for which it was collected or to comply with legal record-keeping obligations. When no longer required, information is securely destroyed or permanently de-identified.

7. Access and Correction

You have the right to request access to the personal information we hold about you and request that it be corrected. Please contact us using the details below to make such a request.

8. Complaints

If you believe your privacy has been breached or that we have failed to comply with the APPs, please contact us. We will handle complaints in a fair, timely, and transparent manner. If you are dissatisfied with our response, you may complain to the Office of the Australian Information Commissioner (OAIC).

9. Contact Us

For any questions or to lodge a complaint, please contact:

- **Name/Title:** Vivienne Cunningham-Smith
- **Email:** outcomesvictoria@aapt.net.au
- **Phone:** 0456402391