

Release date: Monday, 2 February 2026

**Parent Policy:** Policy Statement 1 – Rights

**Scope:** Whole of Organisation

**Owner:** Executive Manager - Safeguarding Services

*“Barkuma will vigorously protect an individual’s privacy,  
whether they are an employee or customer.”*

Barkuma is committed to the privacy of personal information about individuals by responding to the 13 Australian Privacy Principles in the latest version of The Privacy Act 1988 dealing with the collection, use, disclosure and data security of personal information in line with the [NDIS Practice Standards](#) and [The National Standards for Disability Services](#)

Barkuma works from the principle that individuals have the right to know what personal information Barkuma collects about them, how it collects the information, why it is collected, where and how it is stored, who has access to the information and to whom the information is disclosed. They also have the right to receive information about the process of making a complaint to the organisation about a breach or privacy.

## **a. The kind of personal information that Barkuma collects and holds**

- Personal information is defined as information (in any format, from any source) which identifies or could identify the individual. This may include Sensitive information on health or sex which may be relevant to Barkuma’s support of clients.

Barkuma will ordinarily only collect personal information with an individual's consent, or if required by law, provided that information is required to provide services, or is required by our contractual obligations or is required for us to meet our duty of care obligations.

By way of example and depending upon which Service is being accessed, the personal information may include, but is not limited to such items as;

- Name, address, telephone number and other contact information
- Marital Status, gender
- Next of Kin and Emergency contact information
- Family doctor’s details
- Details connected with medical history (e.g. ambulance cover, medicare number, private health cover, tax file no.

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## **Data security**

Barkuma takes reasonable steps to protect the personal information it holds from misuse & loss, & from unauthorised access, modification or disclosure, Barkuma has a Data Breach Response Plan.

## **Identifiers**

Barkuma will not adopt a government identity number (e.g. Medicare number) for use in a way which is inconsistent with its primary purpose

## **Anonymity and Pseudonymity**

Wherever it is lawful, practicable and does not compromise the provision of services Barkuma will give its customers the option of not identifying themselves when personal information is collected.

## **b. The purposes for which Barkuma collects, holds, uses and discloses personal information**

### **Use and disclosure of personal information**

Barkuma uses or discloses personal information for the purpose for which it was collected, or is related to the primary purpose. The exception is where personal information is required to be disclosed by law or in relation to our obligations as determined relative to the State Government's Information Sharing Guidelines (see below).

Information is collected primarily for the following purposes:

- Assessment and support of clients;
- Recruitment of employees, volunteers and students;
- Marketing, Fundraising and membership correspondence and
- Assessment of suppliers.

## **c. How an individual may access personal information about the individual that is held by Barkuma and seek the correction of such information**

### **Access**

Individuals have the right to access and seek correction of personal information Barkuma holds about them within a reasonable timeframe. Personal information will only be withheld in exceptional circumstances for legal reasons.

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- d. **How an individual may complain about a breach of the Australian Privacy Principles that bind Barkuma, and how Barkuma will deal with such a complaint**

**Complaints Procedure for Breaches of the Privacy Act**

Individuals who have a complaint about the way in which their personal information is handled are encouraged to use the relevant Barkuma Complaint Procedure by contacting 8414 7100. If they are not satisfied with the way their complaint was handled, staff at the office of the Australian Information Commissioner can be contacted on 1300 363 992 for further assistance.

- e. **Whether Barkuma is likely to disclose personal information to overseas recipients**

Barkuma does not provide personal or sensitive information to overseas recipients.

- f. **How Barkuma collects and holds personal information**

**Collection of information**

Barkuma will only collect, in a fair, non-intrusive and lawful way, personal information that is necessary for what we do.

Wherever possible and practicable, personal information will be collected directly from the individual, rather than from someone else. Where personal information is collected from a third party, individuals will be informed about why the information is being collected and how it will be used.

**Data Quality**

Barkuma will take reasonable steps to confirm the accuracy, completeness and currency of the personal information collected, used or disclosed. Wherever possible and reasonable, steps will be taken to correct inaccurate or incomplete personal information.

**Information Sharing Guidelines**

Barkuma follows the SA Government Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG). This means that this organisation will work closely with other agencies to coordinate the best support for the young client and their family. Under the Information Sharing Guidelines, informed consent for the sharing of information will be sought and respected in all situations unless:

- it is unsafe or impossible to gain consent or consent has been refused and

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- without information being shared, it is anticipated a person or member of their family will be at risk of serious harm, abuse or neglect, or pose a risk to their own or public safety.

### **Transfer of Personal Information to Third Parties**

Client consent for release of information needs to be obtained before information is disclosed (Note: exceptions may apply when applying the ISG and information is shared to facilitate service provision where there is risk of harm).

Reasonable steps will be taken to maintain the security and protect the privacy of personal information that is transferred to a third party.