



fusion
building&maintenance

YOUR PRIVACY

PARTICIPANT GUIDE

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www.fusionbuilding.com.au

YOUR PERSONAL INFORMATION

You provide personal information to Fusion Building and Maintenance so we can provide you with our services.

COLLECTING YOUR PERSONAL INFORMATION

We generally collect your personal information directly from you. However, in some cases, we receive your personal information from your guardian/carer and/or authorised representative, medical and other health providers, government agencies and other non-government service providers).

In these cases, we take reasonable steps to ensure you are aware that we have personal information about you and the circumstances for us having that information.

WHAT HAPPENS IF WE DON'T COLLECT PERSONAL INFORMATION?

Without your personal information we would not be able to provide you with the services you need, respond to your queries or complaint, improve our service to meet your needs and/or meet our professional, legal and funding obligations.



WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect your personal information to:

- assess your eligibility for our services and determine how we can best help you.
- provide you with information and updates about your service/s.
- provide our services to you.
- research, monitor and evaluate our services so we can continue to improve our service quality, safety and outcomes as well as develop new services.
- meet our funding, professional and legal obligations in providing you with our services.
- process and respond to any query or complaint made by you or your representative.
- provide information to third parties as authorised or required by law.
- unless you tell us not to, send you further information about Fusion's services.

Some information we collect is to ensure we meet our legal obligations including our duty of care to you and others. Laws governing or relating to our operation may also require certain information to be collected and disclosed, for example, NDIS, child protection, disability and health laws.



WE MAY NEED TO SHARE YOUR PERSONAL INFORMATION

To help you reach your goals and to achieve the best possible outcomes for your individual circumstances, FBM works with others. In doing so, your personal information may be disclosed to:

- other government and non-government service providers
- medical and/or other health providers (including members of your treatment team, such as health providers involved in your diagnosis, care or treatment)
- our employees, volunteers, contractors, suppliers or service providers for the purposes of operating our business, and
- in circumstances where FBM or an FBM employee is subject to external audit or professional supervision.

However, we will only disclose your personal information as set out in this notice and our privacy policy or to third parties as authorised or required by law or a court/tribunal order. In all other circumstances, we will disclose your personal information only with your prior consent.

OUR PRIVACY POLICY

Fusion's Privacy Policy contains information on how you can access and correct your personal information. It also contains useful information on the Australian Privacy Principles and how to report a breach. Our Privacy Policy is available on our website: www.fusionbuilding.com.au

If you require further information, please phone our office on 02 8805 5960 or email fbm@fusion.org.au