



Community Bridging Services (CBS) Inc.

# Privacy Policy

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This policy recognises that Community Bridging Services (CBS) Inc. is responsible for providing the protection of personal information of all individuals. CBS Inc. has fair and transparent processes to ensure individuals understand how the following points.

- The type of information collected: your contact details, education and employment history, interests, relevant medical information etc., information from other services relevant to providing our services.
- Collection methods: information is collected via forms, emails and verbally from the individual where possible.
- Storage: records are kept in paper and electronically in secure lockable cabinets or on separate electronic system which is access controlled and data is backed up. All information is kept confidential.
- Purpose of collection: CBS Inc. collects only the information necessary to provide clients with quality service.
- Usage and Disclosure of information: CBS Inc. cannot disclose any information regarding the individual without consent of the individual. The only exceptions to this is when
  - taking appropriate action in relation to suspected unlawful activity or serious misconduct
  - for lessening or preventing a serious threat to life, health or safety
  - locating a reported missing person
  - reasonably necessary for legal claims or disputes.
- Access: all individuals are entitled to access their information kept by CBS Inc. We will ask you fill out a request form that is then processed through our quality system to ensure correct release of your information.
- Destruction: your information will be kept for the required time stipulated for the type of information collected. It will then be securely disposed.
- Complaints: if you feel we have mishandled your information or have incorrect information there is a complaints process available for you. Complaints can be raised verbally or in writing with any feedback you would like to give.

CBS Inc. will not release any individual's information to overseas recipients unless required by law.

A handwritten signature in blue ink that reads 'Freddie Brincat'.

Freddie Brincat OAM  
**Executive Director**  
May 2018