Your privacy is important to us. When providing your services, the Equipment Program will act in accordance with the South Australian Information Privacy Principles Instruction (IPPS) based on the *Commonwealth Privacy Act 1988.*

We will collect personal information from you to organise and manage your services. We may work closely with other service providers to coordinate the best support for you and your family unless you ask us not to share your information with a particular person or agency. We will ask for your informed consent to share your information whenever possible and your preference will be respected. In some circumstances where consent is not given, we may still be required to share your information, including, where:

* we are obliged by law to disclose your information;
* it is unreasonable or impractical to gain consent;
* without information being shared, it is anticipated a person or group of people will be at risk of serious harm, abuse or neglect, or pose a risk to their own or public safety.

The Equipment Program will seek your consent to take any actions outside of your agreed service arrangements.

We will store and manage your information in secure, government accredited facilities. To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical and administrative safeguards.

We train our employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your personal information is restricted to employees or contracted agencies who need it to provide services to you.

You may request access to any personal information that we hold about you and you may ask us to correct your personal information if you find that it is not accurate, up-to-date or complete. You may also make a complaint about our handling of your personal information.

Please contact us on 1300 130 302 or [DHSEquipmentProgram@sa.gov.au](mailto:DHSEquipmentProgram@sa.gov.au) for further information about our information handling practices, a copy of our Privacy Policy, request an amendment of your personal information or to make a privacy complaint.