



Manning Valley Neighbourhood Services Inc.

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Client Privacy Statement

Manning Valley Neighbourhood Services Inc (MVNS) sometimes asks clients and service users to provide personal details so that we may assist you. MVNS Inc. will take reasonable steps to keep all information which we hold (including your personal information) confidential and safe. Within this Emergency Relief organisation all staff (including volunteers) having access to confidential information are subject to confidentiality obligations. If we do not need to keep the information you provide to us it will be shredded to protect your privacy.

Access and Correction

In some circumstances it may be necessary for MVNS to share the information you provide to us so that we may assist you. Information will not be shared with another service or agency without your *express written permission*.

There are times when MVNS will not keep some information private. When we become aware of child abuse or neglect or if you express a desire to harm yourself or others we have a legal obligation to let the appropriate agencies or government departments know.

You can request at any time personal information we may hold about you. We will endeavour to assist you with this ASAP. We will only provide information about you to you and nobody else (including friends or relatives). We may refuse to provide access to information held about you in situations where the National Privacy Principles allow us to do so. If we refuse access we will give you a reason for doing so.

MVNS also keeps non-identifying statistical data regarding patterns of service use by the public. None of this information identifies individuals in any way. You have a right to deny collection of any personal information at any time, for any reason.

Contact Details

If you have any questions or concerns about our privacy policy or practices or if you would like more information please contact us at MVNS on 6553 5121 and ask to speak to the Manager