

Suicide Prevention Pathways Service User Data Management Policy

Suicide Prevention Pathways Inc (SPP) ABN 858 298 429 50, is committed to maintaining robust and effective data collection and storage practices to safeguard critical data and service user records, ensuring confidentiality throughout our Service Delivery.

Suicide Prevention Pathways conforms to the Federal Privacy Act (1988) and the Australian Privacy Principles which govern the collection, use and storage of personal information. This policy will sit alongside the organisations' Privacy Policy.

This policy encompasses all Non-clinical Services provided by Suicide Prevention Pathways, such as Talk Suicide Support.

Why We Collect Your Data

We collect only the necessary information to provide the best support possible through our Talk Suicide Support Service. This information helps us:

- Have the necessary information for our Talk Suicide Support Service to make contact;
- Schedule support sessions with Talk Suicide Support;
- Identify your needs and how best we can support you;
- Maintain appropriate records during the support period;
- Improve our services and report on usage (only de-identified data is used for reporting);
- Comply with reporting requirements.

What Information We Collect

When you engage with us, we may collect:

- Your name, phone number, address and other contact details;
- Your background information with regards to physical and mental health;
- Age, gender, or cultural identity if shared voluntarily;
- Brief Case Notes of the support sessions;
- Contributing factors to assist in identifying your support needs;
- Any additional information to enhance your engagement with our services

How We Use and Store Your Information

Your data is securely stored on platforms like Google Drive, Mail and Calendar and our secure Infoxchange Case Management System.

Here's what we do to protect your privacy:

- Succinct, accurate and relevant records: We only collect information needed to inform and meet your support needs.
- Secure storage: Your data is protected by our privacy and cybersecurity protocols.
- Anonymity: You can choose to remain anonymous or use a pseudonym during your interaction. Please See Privacy Policy for more details.

- **Sensitive Information:** We are mindful of how we collect, store, and use your personal and sensitive information.
- **Access:** You can request access to your records at any time by submitting a written request.

Your Consent and Rights

When we request personal information, we will always seek your consent. We ensure that our Privacy and Data Management Policy has been reviewed and understood

Data Breaches and Your Protection

We take every precaution to prevent unauthorised access to your data. If a data breach occurs, and your information is at risk, we will:

- Notify you immediately and provide recommendations on steps you can take.
- Report any breach to the Office of the Australian Information Commissioner (OAIC) in accordance with the Notifiable Data Breaches (NDB) scheme. Under the Privacy Act 1988, Suicide Prevention Pathways must notify both affected individuals and the OAIC if a data breach is likely to cause serious harm involving personal information.
- Conduct a prompt investigation and take appropriate action to address the breach.

How to Access Your Data

If you would like to access the information we have on record for you, please submit a written request. Approval to export and release Service User data is to be escalated to the CEO.

Our Commitment to Your Privacy

We value your trust and are committed to safeguarding your personal information at all times. If you have any questions or concerns about this policy or your data, please contact us directly.

POLICY DETAILS	
Title:	Service User Data Management Policy
Owner:	Suicide Prevention Pathways
Approved By:	CEO
Approved Date:	19 th March 2025
Review Date	19 th March 2026