

ADVANCED MEDIATION SOLUTIONS

"Moving Families Forward"

PRIVACY POLICY & COLLECTION STATEMENT

Respecting your privacy

Advanced Mediation Solutions is bound by the Privacy Act, The National Privacy Principles (NPPs), and the right of access to information. This Privacy Policy and Collection Statement has been implemented in order to demonstrate our commitment to your privacy. As legislation changes, Advanced Mediation Solutions will update the policy to ensure that your legal rights are ensured at all times. All privacy information and documentation can be located on our website at <http://www.advancedmediationsolutions.com.au>.

Please note that, if at any time Advanced Mediation Solutions is required by law to release information about you or your children, Advanced Mediation Solutions must co-operate fully.

This Privacy Policy does not apply to acts or practices of Advanced Mediation Solutions that are directly related to employee records of current or former employees.

What information do Advanced Mediation Solutions Collect?

We only collect information relevant to the performance of our mediation activities. This information will include contact details, certain types of personal information, such as family members, family court lawyers, and financial details.

Information will be collected directly from you or, in certain cases, your solicitor. If we are required to gain further information we will ask your consent and have you complete an authority to release information form so that we can work co-operatively within our community networks to provide support for you and your family.

How do we use your information?

Your information will be used for the purpose of carrying out our business, which primarily relates to family dispute resolution and workplace mediation services.

Your information may also be required in fulfilling our legal and statutory requirements. Mandatory reporting of personal and child safety matters require Advanced Mediation Solutions to release your personal information to related health and other service providers, and in the case of children to provide information to the Department of Children's Services with or without your expressed permission.

Workplace mediation information will be used to report to the employer or their delegated representative the mediation outcome and any proposed follow up required only.

Advanced Mediation solutions will not share, sell or trade your information to any company or person outside the organisation unless you expressly in writing give us permission to do so.

How do we store and protect your personal information?

Your hardcopy original information is stored in a secure filing cabinets with access limited to your Practitioner and their immediate supervisor. Each piece of correspondence is scanned and stored on an external hard drive and locked in a fireproof safe on the premises. Information stored on

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computer-based records is limited to your Practitioner and their immediate supervisor only. Advanced Mediation Solutions do not store your personal information off site.

Updating and correcting your file.

You may gain access to information that Advanced Mediation Solutions has collected about you by contacting or make changes and corrections to your file by emailing:

Ms Lynda Mariner
Advanced Mediation Solutions
P: 07 4775 3650
E: advmedsol@optusnet.com.au

We do not charge you for responding to such a request, unless we incur incremental costs in providing the information.

We can upon your written request provide you with a copy of your electronic file at no charge.