

# Privacy Policy

Yass Valley Aged Care Limited (ABN 32 150 316 895) (**we, our, us**) recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy (**Policy**) and it describes how we collect, manage and disclose your personal information.

We respect your rights to privacy and we comply with the Privacy Act 1988 (Cth) (**Privacy Act**) and other applicable privacy legislation.

## What is your personal information?

When used in this Policy, the term “personal information” has the meaning given to it in the Privacy Act. In general terms, if information can identify you, or you are reasonably identifiable from it, the information will be considered personal information. For example, this may include your name, date of birth, telephone number and address.

## What personal information do we collect and hold?

Yass Valley Aged Care Limited is an approved provider of respite and permanent residential aged care, home care service, Meals on Wheels, and day care services.

We may collect the following types of personal information from residents, clients, employees, volunteers, allied health providers and contractors:

- name;
- date of birth;
- contact details including mailing or street address, email address and telephone number;
- Medicare and pension numbers;
- contact details for your next of kin, power of attorney or representative;
- details of your medical history and social history necessary to ensure future care and activities are appropriate and available to you;
- information about your income and assets to assess whether you can receive government assistance for your aged care and accommodation costs;
- information you have provided to My Aged Care, the Aged Care Assessment Team or any government agency or body for purposes of receiving aged care services from us;
- bank details;
- details of the services you have purchased from us or which you have enquired about, together with any additional information necessary to deliver those services and to respond to your enquiries;
- tax file numbers and police check information for employees, volunteers and contractors (as applicable);
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise; and
- information you provide to us directly, through satisfaction surveys or visits by our representatives from time to time.

## **How do we collect your personal information?**

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- during conversations or correspondence between you or your nominated representative and our representatives;
- when you complete an application for our residential or home care services through the My Aged Care Portal;
- any other interaction between you and us in relation to our services; or
- through your access and use of our website.

Where permitted by law, we may also collect personal information about you from third parties including:

- your nominated representative or family members;
- your general practitioner, pharmacist or any other health care provider;
- the My Aged Care Portal and Aged Care Assessment Team or any replacement body;
- Australian Aged Care Quality Agency or any replacement body; and
- Department of Human Services, Department of Veterans' Affairs or any government entities or agencies with information relevant to your admission to our services.

If you choose not to provide us with the personal information that we request, it could mean that we are unable to provide you with our services to the same standard or at all.

## **For what purposes do we collect, hold, use and disclose your personal information?**

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of services to you.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide aged care and accommodation services to you and to send communications requested by you;
- to answer enquiries and provide information or advice about existing and new services;
- to enable health care providers and medical practitioners to provide care and services to you;
- to enable contact between us and your nominated representative;
- to assess whether you are eligible for government funding in relation to the services we provide to you;
- for our administrative functions, funding requirements, planning, service development, quality control, human resource management, research purposes, soliciting donations, fundraising and marketing (including direct marketing);
- to provide your updated personal information to our contractors or allied health service providers (for example, a podiatrist, a dental hygienist or speech therapist);
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country;

- to conduct business processing functions including the outsourcing of some of those functions to our contractors and service providers; and
- to assess the performance of the website and to improve the operation of the website.

## **To whom may we disclose your personal information?**

We may disclose your personal information to:

- your health care provider, family or authorised representatives, in each case with your prior consent;
- any organisation or government agency or entity for any authorised purpose with your express consent; and
- our employees, contractors or service providers for the purposes of operation of our business, fulfilling requests by you, and to otherwise provide services to you including web hosting providers, IT systems administrators, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants.

We do not disclose your personal information to overseas recipients and do not store your personal information overseas.

## **Direct marketing materials**

We do not provide your personal information to other entities for the purposes of direct marketing.

We may send you direct marketing communications and information about our services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth).

You consent to us sending you those direct marketing communications by any of those methods. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

## **How do we secure your personal information?**

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form.

We secure personal information in hard copy form in a protected filing system in our offices. Personal information in electronic form is held on a secure server on our premises and in the facilities of our information technology service providers. We ensure that your personal information is only accessible to our employees whose duties require access.

We retain your personal information in accordance with our legislative record keeping obligations. Personal information is destroyed or de-identified when it is no longer needed by us or required to be retained by law.

## **How can you access and correct your personal information?**

You may request access to any personal information we hold about you at any time.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment.

There may be instances where we cannot correct or grant you access to the personal information we hold. For example, we may need to refuse your request if we disagree with your grounds for amendment or if granting access would interfere with the privacy of others. If that happens, we will give you written reasons for any refusal. We will also add a note to the personal information stating that you disagree with it.

Any request for the correction of or access to personal information should be addressed to our Privacy Officer using the contact information provided below.

## **How can you make a complaint about a breach of privacy?**

If you believe that your privacy has been breached, please contact our Privacy Officer using the contact information below and provide details of the incident so that we can investigate it. We request that complaints or concerns about breaches of privacy be made in writing, so we can be sure about the details of the incident. Forms can be made available upon request or are readily available in our foyer.

On receiving a formal complaint, the Privacy Officer will contact you to discuss the incident. We will attempt to confirm as appropriate and necessary with you your understanding of the conduct relevant to the complaint and what you expect as an outcome. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

After we have completed our enquiries, we will contact you, usually in writing, to advise the outcome and invite a response to our conclusions about the complaint. If we receive a response from you, we will assess it and advise if we have changed our view.

If you are unsatisfied with the outcome of our investigation, you may take your complaint to the Office of the Australian Information Commissioner ("OAIC"). Further information about the OAIC can be found on their website (<https://www.oaic.gov.au/>).

## **Contacting us**

If you have any questions about this Policy, any concerns regarding the treatment of your personal information or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or concerns confidentially. Our representative will contact you within a reasonable time after receipt of your concern to discuss the matter and outline options regarding how it may be resolved.

Please contact our Privacy Officer at:

Privacy Officer  
Yass Valley Aged Care Limited  
Post: P.O. Box 465 YASS NSW 2582  
Tel: (02) 6226 3090  
Email: [ceo@hortonhouse.com.au](mailto:ceo@hortonhouse.com.au)

## **Changes to our Policy**

We may change this Policy from time to time. Any updated versions of this Policy will be posted on our website. Please review it regularly.

This Policy was last updated in August 2018.