

## **1. TYPES OF PERSONAL INFORMATION THAT MAY BE COLLECTED**

The following types of information may be collected by us:

- name, gender, and date of birth,
- contact details including phone numbers, address, email address,
- financial information, including financial institution account information of a person receiving aged care or Support at Home,
- Government identifiers such as Medicare numbers and aged care identifiers,
- location information,
- sensitive health information, including vaccination status,
- personal and social preferences,
- religion or faith requirements,
- racial or ethnic origin,
- genetic and biometric information, and
- video, images, audio, and other data from monitoring devices e.g., CCTV, personal care alarms.

## **2. HOW WE COLLECT PERSONAL INFORMATION**

Information may be collected in a number of ways including:

- in writing, including forms that we ask you to complete and service templates,
- over the internet, including via our website, emails, applications, online forms, or surveys,
- verbally over the phone, or in person during conversations with you, and/or
- through monitoring devices or observation.

We may collect information from different sources including:

- from you,
- your representatives, power of attorney's and enduring guardians,
- our external service providers such as medical practitioners, Allied health professionals, specialists, agents, or subcontractors,
- Government departments or statutory authorities, and/or
- publicly held information including public registers or websites.

## **3. WHY WE COLLECT YOUR INFORMATION**

We may collect personal information for the following primary or secondary purposes:

### **Primary purposes**

We collect personal information to:

- answer enquiries made by you,
- inform you of products or services provided,
- assess an application for residential aged care, home care, retirement village, accommodation, social care, or training services,
- enable the provision of safe and effective care and services in accordance with the Aged Care Act 2024,
- collect payment for services provided,
- monitor and assess the effectiveness and appropriateness of the products and services provided,
- maintain and improve products and services, auditing, quality assurance and training,

- conduct research including market or academic research projects in collaboration with educational institutions,
- assess an application for employment or volunteering with us, or
- other purposes which have been communicated and agreed by you.

### **Secondary purposes**

Information collected may be used for a secondary purpose where:

- you or your representative have consented,
- the secondary purpose is related to the primary purpose and you would reasonably expect us to use or disclose the information for the secondary purpose. If the personal information is sensitive, the secondary purpose must be directly related to the primary purpose of collection,
- we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to your life, health or safety or a serious threat to public health or safety,
- there is reason to suspect that unlawful activity has or may have happened and discloses personal information as necessary for investigation to relevant authorities,
- the use or disclosure is required or authorised by or under law, or
- there is reason to believe that the use or disclosure is reasonably necessary for one or more of the following by or on behalf of an enforcement body:
  - the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law
  - the enforcement of laws relating to the seizure of the proceeds of crime
  - the prevention, detection, investigation or remedying of seriously improper conduct or conduct
  - for proceedings before a court or tribunal, or implementation of the orders of a court or tribunal.

Sensitive information is information relating to your racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, and health information. Sensitive information will not be collected about you unless:

- you have consented,
- the collection is required by law,
- the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual,
- your authorised representative has given us consent because you:
  - are physically or legally incapable of giving consent,
  - physically cannot communicate consent to the collection, or
- the collection is necessary for the establishment, exercise, or defence of a legal or equitable claim.

## **4. WHERE YOUR PERSONAL INFORMATION IS STORED**

Hard copy records are only stored in locked storage cabinets, within office facilities that are protected by a physical security system.

Soft copy records are stored in software systems with password protected access rights. Some of your personal information may be stored in cloud-based software systems.

Access to information is assigned according to duties and only workers directly involved in the purposes outlined in Section 4 are given access to personal information required for those purposes.

## **5. HOW WE USE AND DISCLOSE YOUR INFORMATION**

We will use your personal information solely for the purposes for which it was collected, unless you have provided us with written consent, or use is necessary for a secondary purpose as outlined in Section 4 above.

We will only disclose your personal information to third parties who are our partners in providing you with care, or other purposes as outlined in Section 4 above. These may include:

- your authorised support representatives under aged care legislation, in line with the Aged Care Statement of Rights,
- external service providers, including medical and allied health providers, directly involved in your care and services,
- representatives of the Aged Care Quality and Safety Commission in their capacity to conduct audits or managing complaints,
- Other Government departments and agencies (e.g., Medicare, the Department of Social Services, Australian Digital Health Agency) and statutory authorities (e.g., state health authorities) as required by law,
- our professional advisors and auditors, or
- other parties to whom we are authorised or required by law to disclose information.

We will not sell or share your personal information with any third party for marketing or commercial purposes.

## **6. HOW YOU CAN ACCESS YOUR PERSONAL INFORMATION**

Under the Privacy Act 1998 and the Aged Care Statement of Rights you have the right to have your privacy respected and your personal information protected.

Where personal information is held about you, we will provide you with access to the information on request, except to the extent that:

- in the case of personal information other than health information, providing access would pose a serious and imminent threat to the life or health of any individual,
- in the case of health information, providing access would pose a serious threat to the life or health of any individual,
- providing access would have an unreasonable impact upon the privacy of other individuals
- the request for access is frivolous or vexatious,
- the information relates to existing or anticipated legal proceedings between Inasmuch Community Ltd and you,
- the information would not be accessible by the process of discovery in those proceedings,
- providing access would reveal our intentions in negotiations with you in such a way as to prejudice those negotiations,
- providing access would be unlawful,
- denying access is required or authorised by law,
- providing access would be likely to prejudice an investigation of possible unlawful activity,
- providing access would be likely to prejudice:
  - the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law
  - the enforcement of laws relating to the confiscation of the proceeds of crime
  - the protection of the public revenue
  - the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct

- preparation for, or conduct of, proceedings before any court or tribunal, or implementation of its orders by or on behalf of an enforcement agency.
- an enforcement body performing a lawful security function asks us not to provide access to the information on the basis that providing access would be likely to cause damage to the security of Australia.

You may request access to the information by calling us on (02)4441 1666, by emailing [reception@inasmuch.org.au](mailto:reception@inasmuch.org.au) or by writing to us at PO Box 6024, Sussex Inlet NSW 2540;

## **7. HOW YOU CAN CORRECT YOUR PERSONAL INFORMATION**

You have the right to correct the personal information we hold about you if it is:

- inaccurate
- out of date
- incomplete
- irrelevant
- misleading..

If you think the personal information we hold about you is incorrect, then contact us and ask us to correct it. Only you or a person you authorise, such as a legal guardian or authorised agent, can request the correction of your personal information.

We must be satisfied the request came from you or the person you authorised. You may be asked to put your request in writing or to give us information that identifies you.

## **8. HOW YOU CAN COMPLAIN IF YOU THINK WE HAVE MISHANDLED YOUR INFORMATION**

If you believe we have not handled your information in accordance with this privacy notice, or in accordance with Australian Privacy Principles, you may contact the Chief Executive Officer at [ceo@inasmuch.org.au](mailto:ceo@inasmuch.org.au) or by phoning (02) 4441 1666.

If you are still not satisfied, you may contact the Office of the Australian Information Commissioner in writing by:

- Filling in their online privacy complaint form at the following link <https://webform.oaic.gov.au/prod?entitytype=Complaint&layoutcode=ComplaintWF> or
- In a letter to GPO Box 5288, Sydney NSW 2001 (send it by registered mail if you're concerned about sending it by standard post)

You may also contact the Aged Care Quality and Safety Commissioner.