



## Privacy Policy

### Purpose and application

This privacy policy sets out how we manage Personal Information, including Health Information, having regard to our obligations under the Australian Privacy Principles. We reserve the right (at our discretion) to modify, amend or replace this privacy policy from time to time. A new version of this policy will be posted to our website when this policy is modified, amended or replaced – see [www.newagedcare.com.au](http://www.newagedcare.com.au). We recommend that you regularly review our privacy policy.

This policy does not apply to Personal Information held and managed by us as part of someone's employment record.

### Definitions

In this privacy policy, we use the following defined terms.

Term	Definition
Aged Care Act	the <i>Aged Care Act 1997</i> (Cth) and its associated principles.
Australian Privacy Principles	the Australian Privacy Principles under the Privacy Act.
Health Information	includes Personal Information or opinion (e.g. a medical opinion) which is about the health or a disability of an individual, about an individual or an individual's expressed wishes about the future provision of health services to them, or a health service provided, or to be provided, to an individual.
Notifiable Data Breaches Scheme	the Notifiable Data Breaches Scheme under the Privacy Act.
Personal Information	information or an opinion, whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. Personal Information is information about an individual or natural person. Information on companies or other legal entities is not Personal Information. Personal Information includes Sensitive Information and Health Information.
Privacy Act	the <i>Privacy Act 1988</i> (Cth).
Sensitive Information	includes Health Information and Personal Information about an individual's racial origin, ethnic origin, political opinions, membership of a political association, religious belief or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences, sexual practices or criminal record.
we / our	New Aged Care Pty Ltd ABN 12 167 607 098.

## **Why we collect Personal Information**

As an aged care provider, we collect and hold a range of Personal Information about our patients/clients, employees and job applicants and the contractors we engage and their employees.

We collect this Personal Information so we can deliver the best possible services to our patients/clients and comply with our legal obligations.

## **The Personal Information we collect and hold**

### Patients/Clients

We collect and hold a range of Personal Information about our patients/clients and their legal representatives, including:

- names, addresses and contact details
- gender, dates of birth, marital status, religion
- photographs
- information about patients'/clients' requirements for the services we provide and existing conditions that affect the services we provide
- information about the services we provide to patients/clients

### Job applicants and contractors

We also collect and hold certain personal information about applicants for employment with us and contractors wishing to supply products and/or services to us as well as their employees, including:

- resumes, employment histories and qualifications
- training records and competency assessments
- police checks and other suitability checks
- medical histories directly related to the individual's immunisation history or ability to perform the inherent requirements of the position
- evidence of public and professional indemnity insurance

### Website users

We use cookies on our website. Cookies are a small file that is placed on your computer by a web server when you access a website. They collect user information and data for statistical and analytic purposes, but do not identify the individual user, including:

- your server address
- your top level domain name (for example .com, .gov, .au, .uk)
- the date and time of your visit to our website
- the pages you accessed and the documents downloaded
- the previous site you visited
- the type of browser you are using.

Websites often use cookies. Most internet browsers accept cookies by default. You can control the use of cookies by configuring the preferences and settings in your browser and/or firewall.

Our website does not guarantee the secure transmission of information. There are inherent risks in the transmission of information across the internet.

## **How we collect Personal Information**

We may collect Personal Information about an individual from a range of sources using a variety of means including:

- forms (either physical or online), mail correspondence, emails and other electronic communications
- through feedback provided by our patients/clients to us in relation to the services provided
- through interactions between us and case managers, facilitators, social workers, siblings, children, grandchildren and any other individual interested in or involved in providing services to our patients/clients
- through telephone, email or in-person inquiries or discussions about us and/or the services we provide
- through publicly available sources of information
- through interactions with our social media channels that we offer or monitor
- from job applicants and staff members
- direct contact in the course of us providing services (including the administration of accounts established with us)
- in the course of conducting market research, including customer satisfaction surveys
- from current and prospective suppliers of goods and/or services to us.

### Patients/Clients

We collect Personal Information directly from our patients/clients or their representatives. We also collect information from other sources such as health care providers, government departments and bodies and other people or organisations who have provided or do provide services to our patients/clients.

We collect Personal Information using lawful and fair means and generally only when the information is relevant to our business and activities (including providing services to patients/clients).

### Job applicants and contractors

We always try to collect information about applicants for employment with us directly from them. We also collect information about job applicants:

- through background checks and police checks
- from referees and employment agencies.

Information about contractors and their employees is collected directly from the contractors and from our patients/clients and their representatives.

## **How we store Personal Information**

We strive to ensure the security of Personal Information we collect and hold. We take reasonable steps to protect Personal Information from misuse, interference and loss, and from unauthorised access, modification and disclosure.

In the event of an eligible data breach under the Notifiable Data Breaches Scheme we will comply with our legal obligations, which may include notifying you and/or the Office of the Australian Information Commissioner of the breach and taking appropriate corrective action.

## **How we use Personal Information**

### Patients/Clients

We primarily use patients'/clients' Personal Information to provide them with services. We also use patients'/clients' Personal Information for other purposes including, but not limited to:

- complying with our obligations under laws, such as the Aged Care Act
- quality assurance, risk management and continuous improvement activities.

From time to time, we use patients'/clients' Personal Information for direct marketing. Patients'/clients who do not wish to have their Personal Information used for this purpose should contact us on the details below and let us know.

### Job applicants and contractors

We use Personal Information about job applicants and contractors:

- to assess their suitability to perform the duties required and deliver services to our patients'/clients, where required
- to meet our obligations under relevant laws, including the Aged Care Act and workplace laws
- to improve the services we offer through quality improvement activities such as training.

## **Circumstances in which we disclose Personal Information**

### Patients/Clients

Personal Information collected about our patients'/clients may be disclosed to other parties involved in providing services to our patients'/clients. This may include disclosure of select information to, for example, a patient's/client's doctor or their allied health service providers, cleaners, gardeners or maintenance personnel who provide services to the patient/client.

We may disclose Personal Information (including Sensitive Information) about our patients'/clients to:

- our agents and contractors (e.g. to enable them to perform services under contract with us which may directly or indirectly benefit the patient/client from whom the information was collected)
- marketing providers to facilitate our marketing of our services to current and prospective patients'/clients
- government agencies where this is necessary for us to receive funding and/or comply with our legal obligations to notify the government and police of certain matters
- our professional advisers, such as lawyers or auditors

We may also disclose Personal Information (including Sensitive Information) about a patient/client when required by law or court order or where we are required to do so as a result of any obligations we owe under any contract.

### Job applicants and contractors

We use Personal Information about job applicants and contractors:

- to assess their suitability to perform the duties required and deliver care and services to our patients'/clients, where required
- to meet our obligations under relevant laws, including the Aged Care Act and workplace laws
- to improve the services we offer through quality improvement activities such as training

- to assess and manage the supply of goods and services to us by a prospective or current contractor.

#### Cross-border disclosure

We do not disclose Personal Information to third parties outside Australia unless we have consent or the disclosure is authorised by law.

#### Sale or merger

Personal Information we have collected and hold may be disclosed to third parties in the event we offer to sell and/or sell our business and/or assets, at or before the time of a merger, acquisition or sale.

#### **Direct marketing**

We may directly market ourselves and our services to an individual on the basis that the individual would reasonably expect us to do so, where we have already collected the individual's Personal Information directly from the individual.

Where we collect information about an individual from a third party, we will not use that information to directly market to that individual unless the individual consents to this. Such consent may be express or may be implied.

#### **Accessing and correcting your Personal Information**

It is important that the information we hold about our patients/clients, employees, job applicants and contractors is accurate. Except in certain situations, you have the right to access your Personal Information and ask us to correct it. We will take reasonable steps to update or correct, as soon as possible, any Personal Information in our possession that is inaccurate, incomplete, out-of-date, irrelevant or misleading.

We may refuse to grant you access where this is allowed or required by law, for example, where this would have a negative impact on someone else's privacy. If we do refuse to grant access, we will give you written reasons.

If you would like to access your Personal Information, please

contact: Kathryn Donkin (Operations Manager)  
P.O. Box 860  
Woodend VIC 3442  
Email: [kdonkin@newagedcare.com.au](mailto:kdonkin@newagedcare.com.au) Phone: (03) 5427 2002

We may charge you a small fee for accessing your Personal Information, as permitted by law.

#### **Complaining about a breach of privacy**

You have the right to complain if you believe we have breached this privacy policy or your rights under the Australian Privacy Principles.

To lodge a complaint, please write to our Operations Manager, Kathryn Donkin at the following address:

Kathryn Donkin (Operations Manager)  
P.O. Box 860  
Woodend VIC 3442  
Email: [kdonkin@newagedcare.com.au](mailto:kdonkin@newagedcare.com.au) Phone: (03) 5427 2002

We will promptly acknowledge receipt of your complaint and endeavour to deal with your complaint to provide you with a response within a reasonable time period following receipt of your complaint (generally within 30 days of receipt). Where a complaint requires a more detailed investigation, it may take longer to resolve. If this is the case, then we will provide you with progress reports.

We reserve the right to verify the identity of the person making the complaint and to seek (where appropriate) further information from the complainant in connection with the complaint.

Where required by law, we will provide our determination on your complaint to you in writing.

Please note that we may refuse to investigate or to otherwise deal with a complaint if we consider the complaint to be vexatious or frivolous.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner: by phone (1300 363 992), post (GPO Box 5218, Sydney NSW 1042) or email ([enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)).

Further information can be found at <http://www.oaic.gov.au>.