



OLC Care

# Privacy Statement

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## 1. Privacy

We are committed to meeting our privacy obligations to residents under the *Privacy Act 1988 (Cth)*, *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)* ("the Act"), the *Health Records and Information Privacy Act 2002 (NSW)* and the *Privacy and Personal Information Protection Act 1998 (NSW)*. The Act provides for information to be collected, used, disclosed, and held in accordance with its Australian Privacy Principles ("APPs") from 12 March 2014 and prior to this date in accordance with the National Privacy Principles ("NPPs").

## 2. Collection

We collect only information which is reasonably necessary to provide care and services to you, administering services like accounts and bills, obtaining appropriate funds from the Commonwealth Government and market and customer satisfaction surveys for continuous improvement activities.

We collect information regarding you directly or indirectly by telephone, email, facsimile, online, post, external agencies and in person from you or another person or persons.

If we collect information pursuant to a law, regulation, or court order then we will advise you of the law or the court order applicable. If you refuse or fail to provide us with personal information then we may not be able to meet your needs.

## 3. Use and Disclosure

We may disclose your personal information to government and regulatory bodies that regulate and monitor our standards of care and services, other allied health professionals who are involved in delivering you the care and/ or services, contractors we engaged in who service resident's equipment, any persons acting on our behalf including professional advisors, residents' representative(s), or any person or organisation authorised (i.e. permitted or required by law) to access it.

If a resident cannot provide consent to disclosure of information to family members, representative/ person responsible, we may disclose some information if the disclosure:

- Is necessary to provide the resident with appropriate health/ medical services; or is made for compassionate reasons;
- Is limited to that information which is necessary for the health services or for compassionate reasons;
- Is not contrary to any wish the resident has expressed that has not been withdrawn; and
- In the case of a family member who is under the age of 18 years, where that person has sufficient maturity to receive the information.

OLC Care will take reasonable steps to protect the privacy of all information disclosed and requires such parties to comply with any relevant privacy laws.

If we send your personal information outside Australia we will require that the recipient of the information complies with privacy laws and contractual obligations to maintain the security of the data.

## 4. Direct Marketing



OLC Care

We also collect your information so that we and our related companies and business can offer you services and products that we believe may be of interest to you. You give us consent to use your personal information for these marketing activities. However, you can opt out of receiving such communications by contacting facility management.

## 5. Access and Correction

You have a right to reasonable access to any information that OLC Care holds about you by contacting management. We may ask you to complete relevant forms at the time of the request. We reserve the right to charge for providing access to certain information, as permitted by law and you will be informed about this at the time.

You can require us to correct the personal information we hold about you if it is inaccurate, incomplete or out of date by contacting management. This is important as it enables us to provide the best possible service to you.

We will provide you with access and/ or amend information within a reasonable time in the manner you requested, unless we are entitled by law to refuse you with access and/ or to amend.

If we correct information we will inform you. If we refuse to provide you access to and/ or refuse you to amend your personal information we will provide you with our written reasons for the refusal and details of how to access our complaints mechanism for dispute resolution.

## 6. Data Quality, Storage and Security

We hold personal information in a combination of secure electronic and hard copy formats. The information we hold is stored within Australia.

We will take such steps as are reasonable in circumstances to ensure the personal information we collect is accurate, up to date, complete and protected from unauthorised access, misuse, modification, interference or loss.

Such steps include but are not limited to:

- Measures in place to ensure premises is secured
- Quality system procedures
- Physical storage of documents are secured
- Measures in network and communications security are in place

If we no longer need the personal information for the authorised purpose we will destroy or deidentify the information unless it must be kept pursuant to law.

## 7. Complaints

If you have a complaint regarding our management of your privacy you may access our internal complaints mechanism by contacting management and our Manager has seven (7) business days to resolve the matter. If the Manager cannot resolve the matter you may ask him/ her to refer it to our Administrator at the head office which then he has a further seven (7) days to resolve and make a decision. When we make our decision we will also inform you of your rights to take this matter to the Office of the Australian Information Commissioner (OAIC). In addition if you have not received a response of any kind to your complaint after fourteen (14) business days, then you have the right to take the matter to the OAIC directly. We endeavour to resolve any problems at site level to your satisfaction in the first instant.

<b>Contact Details</b>	<b>Office of the Australia Information Commissioner (OAIC)</b>
<a href="mailto:info@olccare.com.au">info@olccare.com.au</a>	GPO Box 2999



*OLC care*

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