



PRIVACY POLICY

POLICY NUMBER: SHHC 01

Area:

- Community

Definitions:

Explanatory Information:

1. About us:

Southern Highlands Home Care PTY LTD provides aged and NDIS services in NSW. This policy describes how we handle your personal information.

Southern Highlands Home Care PTY LTD is a provider of aged and Disability care services in NSW. including in-home and community care.

This policy describes how we handle your personal information as a consumer, a nominated representative, guardian or advocate for one of our consumers (**representative**), applying to work with us, or if you work with us as a contractor.

Policy:

2. Your privacy is important to us:

We keep your information safe, and we're clear and open about what we do with it.

We understand that your privacy is important to you and we value your trust. That's why we protect your information and aim to be clear and open about what we do with it.

This policy describes how we handle your personal information – that is, information that identifies you or can be linked to your identity. When we collect this information, we follow the laws set out in the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

We update our privacy policy when we change how we handle your information in which we will notify you of the changes alongside the updated policy.

Guidelines:

3. What information do we collect?

We collect information about you when you use our services and deal with us. We may also collect information about you from other people and organisations.

We only collect your personal information when we need it to run our business, provide our services or to comply with the law. The kinds of information that we collect depends on how you interact with us. Here are some examples.



Information we collect from you:

- Your name, information about your services and care needs, and contact details for your representative and emergency contact. We may also collect photos of you (if you agree).
- If we provide medical services to you: Your medical history and needs, correspondence with your health service providers, and your medication records.
- If you're a representative or emergency contact for one of our consumers: Your name, address, contact details, and the nature of your relationship with our consumer.
- When you engage with us directly (including at public events, via telephone, email, our website or on social media): The information you provide, such as your name and your contact details.
- If you apply for to work with us: Your name, address, contact details, information that you provide about your right to work, bank account, tax and superannuation information, employment history, qualifications and ability to perform the role.
- If you give us feedback: The information you provide, such as your contact details and your feedback.
- If you are a contractor that works with us, your ABN, Certificate of currency, police check , public liability

If you give us personal information about other people, we assume that they have agreed that you can do this.

Information we collect from others:

- Medical information from your health service providers in order to treat you.
- If you apply for a job with us: Professional background, qualifications and references from your former employers. Where it is relevant to the role, we may also collect screening check information (such as background, medical, drugs and alcohol, criminal records).

Sensitive information:

The Privacy Act protects your sensitive information, such as information about your health. We collect medical information about our consumers to ensure they get the health services and care that they need.

We collect this information:

- directly from our consumers or from their representatives, and
- from their treating health service providers.

We only collect this information when our consumers, or their representative, agree.

4. How do we use your information?

We use your information to deliver aged and NDIS services, manage our business and comply with the law.

We collect and use your personal information so we can:

- confirm your identity
- provide you with the services that you have asked for



- handle payments, refunds, reimbursements.
- communicate with you or your representative about your account
- respond to applications, questions, requests or complaints
- if you have applied to work with us, assess your application
- to comply with laws, and assist government agencies and law enforcement, and
- manage our business.

If we don't have your information, we may not be able to do these things. For example, we may not be able to deliver the services you have asked for, or respond to your questions.

Photos:

We sometimes take photos of our consumers and staff. We collect your photo to put in your records. We may also use the photos of our consumers and staff in our marketing material. We'll only collect and share your photo if you or your representative has agreed by signing a permission form. You can ask us not to use specific photos, or change your mind about letting us share your photos at any time.

Direct marketing:

If you've asked to receive information about our services, we may use your personal information to tell you about the services that we think you might be interested in. We may contact you in various ways, including by mail, email, and telephone.

If you don't want to receive these messages, you can opt out at any time – see section 9 for details on how to contact us.

5. Who do we share your information with?

We share your information to do the things set out in section 4, with our service providers, and to comply with the law. When we do this, we take steps to keep your information safe.

We share your personal information with other people and companies where we need to for the purposes set out in section 4. This includes sharing:

- with our service providers
- with our contractors If you have requested
- with people that you have asked us to give your information to, such as your representative, legal advisors, government agencies, or financial institutions
- in a medical emergency, with medical personnel
- in other emergency situations, with emergency services
- if you have applied to work with us, with your previous employers to confirm your work history
- if you work with us as a contractor.
- to comply with laws and assist government agencies and law enforcement.

We also share personal information with people and organisations that help us with our business, such as professional advisors, IT support, and corporate and administrative services. We only do this where we need to for those services to be provided to us. When we do this, we take steps to require our service providers to protect your information.



Sending personal information overseas:

We don't use service providers that are located outside of Australia to handle your personal information.

We may send information about our consumers to people overseas (such as family members) if you or your representative ask us to. We may choose not to provide information to some people, or to people in some overseas locations, if you don't ask us to or we are not required to by law.

6. How do we keep your information safe?

We train our staff in how to keep your information safe and secure. We use secure systems and environments to hold your information. We only keep your information for as long as we need it.

We store the personal information we collect in secure buildings and systems and, where necessary, use trusted service providers. Here are some examples of the steps we take to protect your information.

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| Staff training | We train our staff (including contractors and temporary staff) in how to keep your personal information safe and secure. Where our staff have access to personal information, we require them to sign confidentiality agreements and comply with a code of conduct. |
| System security | We store personal information on secure servers that only selected team members have access to. When we send your personal information to other organisations, we take steps to keep it safe while it is being sent. |
| Building security | All paper documents are held in locked filing cabinets. The cabinets are kept in secure office locations, behind locked doors. Only authorised staff have access to these cabinets. |
| Destroying or de-identifying data when no longer required | We aim to keep personal information only for as long as we need for our business or to comply with the law. When we no longer need personal information, we take reasonable steps to destroy or de-identify it. Our processes are set out in our Document Control Policy, which is available on request. We destroy most records 7 years after our relationship with you has ended. |

7. Accessing, updating and correcting your information

You can ask to see a copy of the information that we hold about you, or ask us to update or correct it.

You can ask us for a copy of the personal information that we hold about you by contacting us. Before we give you your information, we may need you to confirm your identity.



How can you contact us?

See section 9 for details on how you can contact us.

Is there a fee?

No.

How long will it take?

We try to make your information available within 30 days after you ask us for it. If it will take longer, we'll let you know.

Can we refuse to give you access?

In some cases, we can refuse access or only give you access to certain information. For example, we're not able to let you see your medical information if your health service providers tell us that this could pose a serious risk to you. If we do this, we'll write to you explaining our decision.

Can you correct or update your information?

You can ask us to correct or update any of your personal information that we have. If we've given the information to another party, you can ask us to let them know it's incorrect. We don't charge a fee for this.

If we don't think the information needs to be corrected, we'll write to let you know why. You can ask us to include a statement that says you believe our record about you is inaccurate, incomplete, misleading or out of date.

8. Making a privacy complaint

If you're concerned about how we've handled your information, let us know and we'll try to fix it. If you're not satisfied with how we handled your complaint, you can contact the Australian Privacy Commissioner.

How can you make a privacy complaint?

If you are concerned about your privacy or how we've handled your personal information, you can make a complaint and we'll try to address your concern. See section 9 for details on how you can contact us.

How do we manage privacy complaints?

We will:

- keep a record of your complaint
- respond to you within 30 days - if we can't give you a final response in this time, we'll get in touch to tell you why and work out a new timeframe with you.



What else can you do?

If you're not satisfied with how we have managed your privacy complaint, you can complain to the Office of the Australian Information Commissioner.

**Office of the Australian
Information
Commissioner**
GPO Box 5218
SYDNEY NSW 2001

[Online complaint form](#)

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

9. Contact us

If you would like to ask us a question, ask to access your personal information, or make a correction or a complaint, please contact us.

10/9 Clarence
Street, Moss Vale,
NSW , 2577

Email: info@southernhighlandshomecare.com.au

Phone: 02 48611329

If you're deaf or hard of hearing, or have difficulty speaking, you can use the **National Relay Service**.

Website: www.southernhighlandshomecare.com.au

10/61 President Wilson Walk
Tanilba Bay, NSW, 2319

Email: info@pshdc.com.au

Phone: 02 49824877

If you're deaf or hard of hearing, or have difficulty speaking, you can use the **National Relay Service**.

Website: www.pshdc.com.au