

## **EMMERTON PARK INC PRIVACY INFORMATION BROCHURE**

### **PRIVACY INFORMATION**

Emmerton Park will comply with National Privacy legislation and Australian Privacy Principles. This brochure provides a summary of our responsibilities relating to the privacy of your information.

Information may relate to care recipients, their representatives, employees and volunteers, whether current, past or prospective.

### **WHY WE COLLECT INFORMATION ABOUT YOU**

We collect and handle a range of personal and sensitive information for purposes of;

- delivering our care programs, services and accommodation
- facilitating effective management of our Human Resources.
- assisting health professionals to determine treatment and care that is best for you
- benchmarking
- ensuring your care and safety during serious or imminent threats to the organisation or individuals
- meeting administrative and regulatory requirements

### **WHAT INFORMATION WE COLLECT ABOUT YOU**

Information we collect includes general information (name, address etc). We may also very sensitive information e.g.:

Care Recipients may provide:

- Racial or ethnic origin;
- Religious beliefs or philosophical beliefs;
- Marital status, sexual preferences or practices;
- Banking, financial and Medical records
- Legal documents such as Power of Attorney and Legal Guardianship
- Aged Care and medical assessments;
- Expressed wishes about the future provision of health services.

Employees and volunteers may provide:

- Racial or ethnic origin;
- Religious beliefs or philosophical beliefs;
- Membership of a professional or trade association or union;
- Sexual preferences or practices;
- Criminal record
- Health or disability (at any time)

### **NOTIFICATION OF THE COLLECTION OF PERSONAL INFORMATION**

- We take reasonable steps to notify individuals or to ensure the individual is aware that personal and sensitive information is being collected, used, retained and possibly disclosed.
- We provide information regarding our privacy policy, offer access to our Privacy Policy and require individuals to give their consent for us to use their information.

### **DIRECT MARKETING**

We will not use personal information about an individual for direct marketing purposes.

### **USE OF AND DISCLOSURE OF INFORMATION**

We will only hold personal information about an individual that was collected for a specific purpose.

We will return information that we do not require to you in a reasonable time.

We will not use or disclose the information for any other purpose unless:

- you consent to the use or disclosure
- to assist in your ongoing care and treatment
- where required to by law

- maintaining effective management of our human resources
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- where required to by law
- a threat to an individual's life, health or safety; or a serious threat to public health or safety exists.

## **QUALITY OF PERSONAL INFORMATION**

We will take reasonable steps to ensure personal information is accurate, current and complete.

## **CORRECTION OF PERSONAL INFORMATION**

You are able to request the correction, withdrawal or amendment to personal information by making a written request to do so.

## **CONSENT TO USE IMAGES (e.g. PHOTOGRAPH, VIDEO, DVD)**

We will obtain your informed consent to use your image and participate in photographic displays conducted within our aged care programs.

We do not generally use images of clients or employees for advertising and promotional purposes.

Images of children will not be used in our advertising and promotional material.

## **PRIVACY AND RESEARCH**

Participants will be required to give their consent before participating in any research studies or projects conducted by us, or in conjunction with other Organisations..

## **SECURITY OF INFORMATION**

We will take all reasonable steps to store and protect information, whether in paper or electronic format, from loss or unauthorised access.

## **RECORDS MANAGEMENT**

All personal and sensitive information will be retained in accordance with lawful retention periods.

Information is destroyed in a safe and secure manner (e.g. shredding).

## **ACCESS TO PERSONAL INFORMATION**

Clients or their appointed representative and employees are able to access personal information that we collect by making a written request to do so.

You will be liable for any costs incurred by Emmerton Park in providing the information.

## **COMPLAINT HANDLING**

We will not use or disclose the information for any other purpose unless:

- you consent to the use or disclosure
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#### **COMPLAINT HANDLING**

You can lodge a written complaint with us regarding any breach of our privacy policy or the following agencies:

- Office of the Australian Information Commissioner (OAIC)  
Phone: 1300 363 992
- Tasmanian Ombudsman  
Phone: 1800 001 170
- Aged Care Complaints Scheme:  
Phone: 1800 550 552

#### **EMMERTON PARK INC**

P: (03) 6452 9400

W: [www.emmertontopark.com.au](http://www.emmertontopark.com.au)

E: [admin@emmertontopark.com.au](mailto:admin@emmertontopark.com.au)

P: **PO Box 397 Smithton Tas 7330**

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Phone: 1800 550 552

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**P:** (03) 6452 9400

**W:** [www.emmertontas.com.au](http://www.emmertontas.com.au)

**E:** [admin@emmertontas.com.au](mailto:admin@emmertontas.com.au)

**P:** **PO Box 397 Smithton Tas 7330**

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