



# PRIVACY POLICY

## Christian Homes Tasmania (CHT)



CHT is committed to protect the privacy of its residents, clients, staff, volunteers and Board members. This policy outlines how CHT aims to protect the privacy of your personal information, your rights concerning your personal information managed by us and the way personal information is collected, handled, used, disclosed, accessed, corrected, stored and secured.

In this policy, Christian Homes Tasmania Ltd. (CHT) refers to all CHT workers (includes employees, contractors, agency workers, students and volunteers) (together: 'we', 'us', 'our'). 'You' or 'your', refers to the individual using our services, engaging with our services or visiting our website. Personal information is any information that identifies an individual or any information from which an individual's identity could reasonably be derived. Personal information also includes an individual's needs and the services provided to them.

### **Accountability**

Our management of personal information complies with the legislative requirements of the *Privacy Act 1988* (Commonwealth) (Privacy Act) and the Australian Privacy Principles (APP). In addition, personal information management will be subject to our continuous improvement program and adoption of industry best practices, so that the personal information held is as accurate, current and complete as could be reasonably expected.

### **Personal information sources**

Personal information is managed in an open and transparent way. We will collect, receive, and store personal information provided directly from you or from other sources such as your health practitioner; other health providers or facilities; any person or organisation that assesses health status or care requirements, for example the Aged Care Assessment Team; family members or person responsible; your legal advisor; our website when you access it; during the recruitment process and provision of service.

### **Purpose of collecting personal information**

Your personal information will be used to assess your eligibility to receive our services, to provide and manage the delivery of services, to enable other health care professionals to provide care and services to you, to obtain the correct level of government funding in relation to your care, to complete our quality and monitoring processes, to contact a nominated person regarding your health status or relevant updates to your service, to meet legal requirements, to assess an employment application, or where you have given your express consent.

## **Notification**

We will take all reasonable steps to ensure you know what sort of personal information is held, the purposes for which it is held and how it is collected, used, disclosed, who will have access to it, and that our privacy policy contains information about how to complain about a breach of the APP, and if we are likely to disclose personal information to overseas recipients and their countries if known.

## **Disclosure of your personal information**

Personal information may be disclosed to allied health professionals who assist us in providing care and services, medical practitioners, pharmacies, external health agencies such as the ambulance service, hospitals, the Australian Department of Social Services, the Aged Care Quality and Safety Commission, the National Disability Insurance Scheme Commission, Medicare and relevant organisations or Government Departments as necessary to carry out the purposes for which the information was collected.

CHT may not use or disclose personal information for a purpose other than the primary purpose unless the secondary purpose is related to the primary purpose, or you have consented. We will collect personal information directly from you, and only from someone else with your consent. Consent can be withdrawn although doing so may prevent us from providing the services you require.

We may disclose personal information including health information about an individual to a person responsible if the individual is incapable of giving/communicating consent, or when the disclosure is necessary to provide appropriate care or treatment, or when it is consistent with the individual's previously expressed wishes.

Your personal information may be disclosed to prevent or reduce a serious threat to an individual's life, health or safety or a serious threat to public health or public safety; to allow an enforcement body to enforce laws, protect the public revenue, prevent serious improper conduct or prepare or conduct legal proceedings; or when it is otherwise required or authorised by law.

## **Security of your personal information**

All reasonable steps will be taken to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure. Personal information is held in both hard copy and electronic forms in secure data bases on secure premises and in secure cloud-based technology, accessible only by our authorised personnel. Out-of-date information is archived in secure premises and/or in secure cloud-based technology and destroyed in accordance with our retention policy. We cannot guarantee the security of any information that you transmit to us, or receive from us via the internet.

## **Access to the personal information we hold about you**

Access is provided to any individual wishing to review or correct their personal information that is collected and held by us. If you would like to access your personal information please email us at [feedback@cht.org.au](mailto:feedback@cht.org.au) Note that you will have to provide us with proof of identity and that a fee may be charged for the retrieval and supply of information.

CHT reserves the right to decline your request to access information that we hold about you in certain circumstances as set out in the *Privacy Act 1988*.

### **Website security**

When you visit our website ([www.cht.org.au](http://www.cht.org.au)) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site. This information is used in an aggregated manner to analyse how people use our site so that we can improve our services.

### **Privacy data breaches**

If your personal information is lost, stolen or subject to unauthorised access or disclosure, we will implement our Data Breach Response Plan. CHT will notify those individuals affected and will also adhere to its obligations under the Privacy Act with respect to any notifications to the Office of the Australian Information Commissioner (OAIC).

### **Changes to Privacy Policy**

We may update this Policy in the future. Changes will be effective immediately upon our posting of the updated policy on our website or notice board. Check back from time to time to review our Privacy Policy.

### **Complaints**

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to [feedback@cht.org.au](mailto:feedback@cht.org.au) . Privacy complaints will be treated seriously and will be dealt with via our complaint management process; they will be dealt with as promptly as possible and in a confidential manner; and they will be investigated, after which you will be informed of the outcome. If you are dissatisfied with the handling or outcome of your complaint, you may contact the following:

#### **Aged Care Quality and Safety Commission (ACQSC)**

Phone: 1800 951 822

Email: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

Post: GPO Box 9819, Tasmania 7001

#### **Office of Australian Information Commissioner (OAIC)**

Phone: 1300 363 992, Monday to Thursday 10:00am – 4:00pm

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Website: [oaic.gov.au](http://oaic.gov.au)

Post: GPO Box 5218, Sydney 2001

#### **National Disability Insurance Scheme (NDIS) Commission**

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

Website: [ndiscommission.gov.au/about/complaints/making-complaint-about-provider](http://ndiscommission.gov.au/about/complaints/making-complaint-about-provider)