

Privacy Statement - Residential Services

Port Stephens Veterans & Citizens Aged Care LTD respects your right to privacy and as a result we have established a Privacy Policy which can be accessed from our Privacy Officer as well as this Privacy Statement which can be accessed via our website.

Our Privacy Policy and Privacy Statements set out how we collect and treat your personal and sensitive information.

What Personal & Sensitive Information We Collect

The information may include:

Personal details:

- Full Name
- Address and mailing address
- Contact information (home phone, mobile, email, etc)
- Date of birth
- Next of Kin
- Current doctor
- Pension / Health Care card numbers
- DVA Identifier
- Department of Social Services Identifier
- Guardianship

Financial information

- Account details
- Payment history information

Sensitive information

- Health Information
- Health Assessments, Care Plans and Progress Notes
- Racial or ethnic origin
- Religious beliefs or affiliations

How We Collect Your Personal and Sensitive Information

We may collect personal information from you in a variety of ways including electronically or in person, as part of our residential care admission process, when we provide care and social support services to you or when you access our website.

Use of Your Personal and Sensitive Information

We use your information to provide our service to you including:

- The provision of medical, care, social and lifestyle services

Sharing your information:

Your information may also be shared with our residential care team and your doctor during the provision of services.

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We may also need to disclose some of your personal information to external parties such as the Department of Social Services or with vendors that are managing our computer systems that may store your information.

Your information will not be shared for direct marketing purposes and will not be stored off-shore by foreign companies.

Security of Your Personal Information

We take reasonable steps to protect your personal and sensitive information.

Access to Your Personal Information

You can access and update your personal and sensitive information by contacting our Privacy Officer on Privacy Officer (02) 4916 4227 or email

PrivacyOfficer@harboursidehaven.com.au .

What you need to do:

- Sign our information consent form as part of the admission to Residential Care
- Your documents will be managed as per our Record Retention and Destruction policy and our Privacy policy.

For more information:

To obtain more information relating to this Privacy Statement, or the overarching organisational Privacy Policy, please contact the Privacy Officer (02) 4916 4227 or email PrivacyOfficer@harboursidehaven.com.au .

If you have a complaint:

If you have a complaint in relation to your privacy, you can contact the Privacy Officer (02) 4916 4227 or email PrivacyOfficer@harboursidehaven.com.au.

Or you can refer your complaint to the Office of the Australian Information Commissioner on 1300 363 992 or email enquiries@oaic.gov.au.