

## Ashfield Baptist Homes Privacy Policy

Ashfield Baptist Homes Limited is committed to safeguarding the confidentiality of any personal or health information of individuals by creating procedures that protect privacy with regards to the collection, storage and disclosure of Personal Information.

This privacy statement details how we deal with the personal information and health information we collect to ensure that we comply with the Australian Privacy Principles and the Privacy Act 1988 (Cth) (the Privacy Act).

Ashfield Baptist Homes has a data breach response policy and notification requirements to the Australian Information Commissioner if the information we hold about you is subjected to misuse, interference, loss or unauthorised access.

\*In this statement, a reference to 'information' is a reference to both personal and health information.

We also explain how you (or your authorised representative) may obtain access to your information and how to make a complaint.

We will not collect information unless we have consent from you or authorised person responsible.

### The kinds of personal information we collect about you

Ashfield Baptist Homes Limited collects the following types of information from you (or your authorised representative):

- personal details, including date of birth, gender, and current address;
- health and medical details, including details of medications;
- family medical history, where relevant
- details of social and cultural background, and religious preferences.
- Whether you are a person of aboriginal or Torres Strait Islander descent
- details about your leisure interests and hobbies;
- financial details, including details of entitlements and assets.
- Other as required by the organisation;
  - to provide appropriate care e.g. clinical photography, which includes but not limited to wound and medication chart photos.
  - Information requested for purposes agreed to with provided consent.

### The reasons why we collect information from you

This information about you is collected for the primary purpose of assessing your needs and providing you with quality residential and / or community care.

We also need to collect the information to fulfill our financial and accountability obligations to Government, and to bill you for the services we provide you.

The information we collect from you is required by law to be collected (under the Aged Care Act 1997 and other laws).

If you do not provide us with the information that we request of you, or if you provide us with inaccurate information, we may not be able to fully provide you with the services you require of us. All your information is stored securely, not kept longer than necessary and is disposed of appropriately. It is also protected from unauthorised access, use or disclosure.

## How we collect, use, and to whom we disclose information

We collect information from you when you first apply (or are referred) for our services; when we assess your care needs; and then continually while you are receiving our services.

We may also collect information about you from third parties, including your nominated family member or person responsible, your GP, a hospital, Government agencies, or another service provider.

We will only use or disclose your information for the purposes of providing care services to you. To do this, we may need to share your information with:

- other health professionals who are part of your health care team, such as your GP, medical specialists, your physiotherapist, hospitals you visit, etc;
- other persons or organisations who provide services to you;
- external service providers who we may contract with to provide services to you (but only where they agree to abide by Privacy legislation in handling your information);
- the person you have informed us is the person responsible for giving and accessing your information.

We are also required to disclose information about you to the Department of Health and other government agencies with responsibilities for aged care.

We will not use or disclose your personal information for secondary purposes without your prior agreement.

## How you (or your authorised representative) may obtain access to your personal and health records

Under the legislation, you have the right to obtain access to your personal and health records held by ABH.

ABH reserves the right to deny access to personal and health record. For circumstances to which this applies, please refer to Privacy Procedures in the **Residents' Handbook**.

You can also request an amendment to your records if you believe any of the information is inaccurate.

You can do so by writing to the

The Privacy Officer at either  
[info@abh.org.au](mailto:info@abh.org.au) or  
31 Clissold Street Ashfield 2131.

A fee may be charged for providing the information to you.

ABH reserves the right to charge for extraordinary costs incurred in providing you with a copy of information about you held in our records.