

VILLA TERENCE

Italian Aged Care Incorporated

Privacy Statement

Italian Aged Care acknowledges and respects the privacy of individuals. We support and are committed to complying with the Australian Privacy Principles and Guidelines endorsed by the Office of the Australian Information Commissioner.

Further to this, as we hold personal information of people who may be European Union citizens, we also support and comply with the European General Data Protection Regulation (GDPR) (EU) 2016/679.

Any personal information we collect will only be used for the purposes we have collected it or as allowed under the law.

Types of information

Personal information can broadly be defined as information that identifies a person. This can include demographic information such as full name, date of birth and address. It can also include sensitive information that may refer to matters relating to health (such as health history, health practitioners, and social circumstances and next of kin details) or matters relating to finances (Centrelink or DVA assessments and direct debit details).

Government Related Identifiers

If we collect government identifiers, such as your tax file number or Medicare number, we do not use or disclose this information other than as authorised by law.

Why we collect Personal Information

We collect personal information for the purposes of:

- Providing quality health or aged care services to you;
- Administering and managing those services;
- Managing our relationship as an approved provider with you as a consumer;
- Assisting your treating health professionals or carers in providing care to you at our facilities or in the community;
- Internal administrative requirements, including information required by our insurers, legal representatives and bodies related to accreditation; and
- Developing our services through quality review such as clinical audit, planning and evaluation.
- We do not collect your personal information for the purposes of direct marketing and will not offer you other products and services outside the scope of our purpose as an approved provider of residential care, day therapy or retirement living.

33 Kent Road, Marangaroo WA 6064 | P: (08) 9247 0888 | F: (08) 9247 0838 | W: www.iaci.com.au

Providing an excellent standard of care within a cultural and spiritual community through integrity, acknowledgement, compassion and commitment.

Patron of Italian Aged Care: Dr Nicolò Constantini, Consul of Italy in Western Australia

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How do we collect your Personal Information?

Wherever possible and practicable we will collect personal information directly from you and your family/responsible person. This may happen before admission to our services; at admission; and ongoing while you receive residential care, day therapy or retirement living provided by us.

We may collect personal information from health professionals, government departments and agencies or your family/responsible person. We may also collect information from bona fide third parties who provide services to you.

We may also collect information by using cookies on our website. Cookies will not be used to identify individuals, but may use information to improve the website functions. If we use cookies on our website then visitors to the site can block them using settings within their internet browser, however this may reduce the available features of the website.

Why Italian Aged Care may disclose your Personal Information?

For the sole purpose of providing quality services to you, there will be times when we will need to disclose your personal information to third parties. These third parties may include:

- Health professionals;
- Our service and contractors where such information is essential for provision of care and services;
- State and Commonwealth departments; and
- Your representatives including family, responsible persons, guardians or administrators.

Before any disclosure of personal information to another person or organisation, Italian Aged Care will take all reasonable steps to satisfy our needs that:

- The other person or organisation has a commitment to protecting your personal information which as a minimum is equal to our policy; or
- You have consented to us making the disclosure

Currently all information that we have stored is on our IT server and not stored outside Australia.

Marketing

We will not provide your information to third parties for direct marketing. However, we may use your information to provide you with current information about our services (including new services being offered by us), changes to our organisation or any benefits that we are made aware of that in good faith we believe may benefit you as a person.

If you do not wish to receive such information, you may at any time decline to receive it by telephoning us on (08) 9247 0888, by emailing us at reception@iaci.com.au, or by writing to us at 33 Kent Road Marangaroo WA 6064. We are committed to taking all reasonable steps to meet your request at the earliest possible opportunity.

Updating Your Personal Information

It is important that any personal information we hold about you is accurate and up to date. During our relationship of providing services or accommodation, we may ask you to inform us if any of your

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personal information has changed. We may ask you to inform us of any errors relating to personal information and to keep us informed of any changes relating to personal information.

You may contact us at any time if you wish to make changes to your personal information, as we may rely on you to ensure the information we hold is accurate and complete.

Access to Personal Information

We are committed to providing you with access to personal information we hold about you. You may request access to any of the personal information we hold about you at any time and we will take all reasonable steps to respond within five working days. We aim to respond immediately where we can, however we may need to contact other people or organisations to properly respond to your request.

Please note that we are not required to provide you with access to your personal information in certain circumstances. These include where the information relates to existing or reasonably anticipated legal proceedings or if such request is vexatious. If access is denied, you will be informed why that has occurred.

Correction of Personal Information

If any of the personal information we hold about you is incorrect, inaccurate or out of date you should request that we correct the information. Where possible, we will correct the personal information immediately, although we may require five working days where we need to consult other people or organisations to properly respond to your request.

If for any reason we refuse to correct personal information, you will be informed as to our reasons for not correcting the information.

Erasure of Personal Information

A person who holds EU citizenship may request erasure of personal information, subject to the grounds listed in Article 7 of the GDPR.

Safety and Security of Personal Information Held

We may store your personal information in paper and electronic form. Italian Aged Care takes reasonable steps to protect your personal information by storing it in a secure environment. We also take reasonable steps to protect any personal information from misuse, loss and unauthorised access, modification or disclosure.

Complaints and Feedback

All service users have a right to complain about the service they are receiving without fear of retribution, and can expect complaints to be dealt with fairly, promptly, and confidentially by management.

If you are dissatisfied with how we have dealt with your personal information, you may contact our Chief Executive Officer, who holds the role of organisational Data Protection Officer, on (08) 9247 0888, by emailing reception@iaci.com.au, or by writing to 33 Kent Road Marangaroo WA 6064.

Italian Aged Care will acknowledge your complaint within seven days and provide a decision or feedback on your complaint within 30 days.

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If you are dissatisfied with our internal response, you may make a complaint to the Privacy Commissioner who can be contacted via the Office of the Australian Information Commissioner website (www.oaic.gov.au) or on 1300 363 992.

Further Information

Please contact us if you require further details about the way we manage your personal information.



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