



Security and Access

Resthaven does not retain personal information when it is of no further use. Personal information is disposed of in a confidential manner.

Under the Australian Privacy Principles, you are empowered to access personal information held about you, and to correct or update the information if you are able to establish that it is incorrect. Written requests for access will be accepted and your request will be responded to within 30 calendar days.

We may require you to provide proof of identity before we release information to you. We may provide access under supervision in some circumstances.

A legal guardian or an authorised agent may, in some circumstances, request access to information about an individual for whom they are responsible. We may require proof of their authority to make this kind of request and proof of identity before we release information.

Information found to be incorrect will be corrected within 14 working days.

View Resthaven's Privacy Policy on the website:

www.resthaven.asn.au

Personal Information

Residents and Clients

During your association with Resthaven, personal information will be used to inform decisions about the services you receive to promote your health, wellbeing and lifestyle.

Employees and Volunteers

On initial application, a form is to be completed by prospective employees and volunteers authorising the collection of necessary personal information.

Notwithstanding that employee records are exempt from the Privacy Act, employee information held by Resthaven will be maintained confidentially and securely, only used for appropriate purposes and will not be disclosed to external parties.

We'd Like to Hear From You

A copy of Resthaven's privacy policy is accessible on the website: **www.resthaven.asn.au**

If you have any concerns or queries about our privacy policy, or if you would like further information about the way Resthaven handles personal information, please contact the:

Privacy Officer

Resthaven Incorporated
PO Box 327, Unley SA 5061

Phone: (08) 8373 0211

Email: headoffice@resthaven.asn.au

At Resthaven, we respect

Your Privacy



Your Privacy and Resthaven

Resthaven is an aged care community service associated with the Uniting Church in Australia.

Our purpose is to work together with older people and their carers to provide outstanding care and support.

Resthaven is committed to and bound by the Australian Privacy Principles. These principles underpin the privacy protection framework in the Privacy Act 1988. Resthaven appreciates the importance of privacy and is committed to ensuring that all personal information is treated with respect and utmost care.

We collect personal information directly from individuals where possible, or with their knowledge and consent. The personal information we collect is relevant and necessary to provide health, care and support services to the individual.

This may include:

- Individual names and addresses and other contact details
- Contact details for an individual's health care professionals and their relatives, guardians and attorneys
- Health information and other necessary personal information required to provide services to residents and clients
- Financial information.

Participation in photography or filming for promotional purposes is strictly voluntary, and personal consent will be sought.

About our Privacy Policy

Resthaven openly embraces the Privacy Act 1988 and each of the Australian Privacy Principles.

The Privacy Principles define the standards, rights and obligations in relation to handling, holding, accessing and correcting personal information.

Resthaven's privacy policy provides direction on the following:

- Management and security of personal information
- Consent to collect information
- Access by an individual to their personal information
- De-identified personal information
- Collection and recording of personal information
- Collection and recording of sensitive personal information
- The manner in which personal information is collected
- Receipt of unsolicited personal information
- Disclosure of personal information (including to an overseas recipient)
- Direct marketing
- Adoption, use or disclosure of government related identifiers
- Access to and correction of personal information
- Responding to a Notifiable Data Breach
- The type of personal information collected, the means of collection, storage and purpose of collection.

About our Privacy Policy

Resthaven's privacy policy demonstrates our commitment to the Privacy Principles and the fundamental respect we have for your right to privacy.

Resthaven does not sell or trade personal information. In some circumstances, where necessary as required by law, or for continuity of care, services, and so on, personal information may be shared with consent or forwarded to another agency.

Resthaven may also use the information to provide you with information about our services and activities; for example, newsletters. You may inform us if you do not wish to receive this type of information.

Resthaven will only disclose personal information outside Resthaven in the following circumstances:

- To other health service providers as part of the provision of health services
- To legal guardians or authorised agents, unless you request us not to disclose information to them
- To contractors or agents who we engage as part of our provision of services to you, or to organisations that provide services to us, such as legal advisors
- To government agencies if required by law
- To other aged care service providers that provide related services to our residents and clients, if you provide your consent for us to do so.