

Purpose

As an employer and Aged Care Provider, Resthaven is required to collect personal information about its customers and workforce. Resthaven is committed to ensuring the privacy of personal information held with respect to customers, volunteers, Board Members and staff is maintained and protected.

Policy Statement

In order to achieve this Resthaven will:

- Provide a Privacy Officer (and publish their contact details on the organisational website) to respond to requests regarding personal information
- Collect and manage personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.
- Only collect and use personal information to the extent it is reasonably necessary to enable Resthaven to meet its purpose, obligations as an employer and Aged Care Service Provider
- Obtain consent from an individual prior to the use and disclosure of their personal information (unless Resthaven is required to do so for legal reasons or for the safety and care of the individual, or if the information has been de-identified)
- Maintain reliable, accurate information and take necessary steps to correct information where it is inaccurate, out of date, incomplete, irrelevant or misleading
- Secure personal information whether it is paper based, electronic or other media
- In the event of a data breach, work to contain the data breach and notify the impacted individuals and Office of the Information Commissioner where required and seek to remediate the underlying cause to minimize risk of future incidents
- Provide to an individual, the personal information held in respect to that individual, at their request to the Privacy Office
- Make upholding Resthaven's confidentiality requirements a condition of employment
- Dispose of personal information in accordance with the State Records Act 1997 (SA) and any other applicable legislation
- Publish this Policy, and the organisation's Privacy Statement on the organisational website.

Privacy

Policy Statement

Scope

This policy applies to Resthaven’s Workforce (staff, agency staff, contractors, volunteers, chaplains and Board Members) and relates to personal or sensitive information which may cause a person to be identified and therefore breach their right to personal privacy or may result in financial or reputational loss to Resthaven.

Responsibilities

Resthaven Board	<ul style="list-style-type: none">• Ownership of this policy
Chief Executive Officer	<ul style="list-style-type: none">• Implementation of this policy
Executive Manager People and Culture	<ul style="list-style-type: none">• Inclusion of privacy and confidentiality requirements as employment conditions
Executive Manager Clinical Governance and Operational Excellence	<ul style="list-style-type: none">• Organisational communication regarding this Policy• Establish Privacy Officer role including appropriate training• Report on Privacy breaches to the Board including opportunities for improvement• Publication and biennial review of this policy• Provision of positive and objective assurance that systems and processes are in place to effectively meet the requirements of this policy

Approved by the Resthaven Board

November 2024