



PRIVACY POLICY

1. POLICY NUMBER

P101

2. POLICY STATEMENT

Lady Clark Centre Inc. is bound by the *Privacy Act 1988* and the Australian Privacy Principles (APP), which requires that organisations that hold personal information about people do so in an open and transparent manner and handle that information responsibly and confidentially. This privacy policy outlines the personal information handling practices of Lady Clark Centre Inc. and is based on the Australian Privacy Principles. The Australian Privacy Principles are effective from 12 March 2014.

3. CATEGORY

Board of Lady Clark Centre Inc.
Employees
Residents

4. PERSONAL INFORMATION & COLLECTION OF INFORMATION

4.1 PERSONAL INFORMATION

‘Personal Information’ means information, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from that information, regardless of its source.

Lady Clark Centre collects and holds:

- Personal information of Residents or prospective Residents relating to accommodation services in our Retirement Village,
- Personal information of Employees or prospective Employees relating to their employment.
- Personal information of Board Members or prospective Board Members.

4.2 COLLECTION OF INFORMATION

Lady Clark Centre Inc. only collects personal information that is necessary for any of the functions or activities required to provide resident retirement village services and staff employment.



Lady Clark Centre Inc. may collect personal information on Residents or prospective Residents in any of the following ways:

- From the individual;
 - Upon the individual's initial inquiry or by the individual's completion of the expression of interest,
 - During interviews with the individual and their nominated representative or supporting family members,
 - Upon completion of the individual's Rental Residency Agreement,
 - Upon completion of the individual's Resident Personal Information Sheet,
 - Upon completion of the payment advice.

Lady Clark Centre Inc. may collect personal information on Employees & Board Members or prospective Employees & Board Members in any of the following ways:

- Information provided from the individual,
- Documentation completed and provided by the individual,
- Resumes provided by the individual,
- Information provided by referees proposed by the individual,
- Information provided on request from previous employers,
- Information obtained from the Workers Compensation Regulator relating to the individual's claims history.

This information is collected and can sometimes detail information, relate to health and is therefore also 'sensitive information' as prescribed by the *Privacy Act 1988* (as amended). Sensitive information is collected in accordance with the Privacy Act (Australian Privacy Principle 3) and is only collected after informing the individual and obtaining their consent.

If Lady Clark Centre Inc. receives unsolicited information such as information that is not relevant or did not actively seek to collect, this information will be securely destroyed as soon as practicable.

4.3 PERSONAL INFORMATION HELD

The information held of Residents or prospective Residents includes:

- Information about the individual's financial status which may include asset and income information and bank details,
- Details of the individual's pension status and concession card information,
- Information concerning details of the appointment of attorneys or other support decision makers,
- Contact details for nominated representatives, next of kin or relatives of the individual,
- Contact details relating to General Practitioner,



- Information at the request of the Resident concerning the individual's religion, culture, beliefs, values, sexual orientation, and end of life arrangements,
- Records relating to the payment of Incoming Contribution and Rent.

The information held of Employees and Board Members or prospective Employee and Board members may include:

- Resumes,
- Information gathered during assessment of prospective applications,
- May include health information including pre-existing injuries or medical conditions directly related to the individual's ability to perform the inherent requirements of the position collected with the individual's consent,
- Records relating to appointment;
 - Personal and emergency contact details,
 - The engagement, training, disciplining or resignation,
 - The contract and the terms and conditions,
 - Performance and conduct,
 - Hours of engagement,
 - Salary or wages,
 - Recreation, long service, sick, personal, maternity, paternity or other leave,
 - Taxation, bank or superannuation affairs,
 - Termination of the employment.

4.4 PURPOSE OF INFORMATION HELD

Lady Clark Centre Inc. may hold personal information on Residents or prospective Residents for the following purposes:

- To provide accommodation services at our retirement village,

Lady Clark Centre Inc. may hold personal information on Employees, Board Members and prospective Employees and Board Members for the following purposes:

- To enable us to properly assess the quality of applications,
- To enable us to contact the individual,
- To enable us to meet employment conditions and meet industrial employment legislation,
- To enable us to monitor, review and manage the individual's work performance in accordance with employment contracts and the organisations policies and procedures.



5. STORAGE & SECURITY OF PERSONAL INFORMATION

5.1 STORAGE AND SECURITY OF PERSONAL INFORMATION

Lady Clark Centre Inc. may store personal information about the individual in any of the following ways:

- Electronically on our computer databases,
- Hard copy documents kept securely within the premises.

Lady Clark Centre Inc. is committed to ensuring we securely protect all individual's personal information from misuse, loss, unauthorised access, modification or disclosure.

Lady Clark Centre Inc. takes steps to protect the security of the personal information we hold from both internal and external threats by:

- Regularly assessing the risk of misuse, interference, loss, and unauthorised access, modification or disclosure of information,
- Taking measures to address those risks, for example, we are able to identify when someone has added, changed or deleted personal information held in our electronic databases,
- Electronic databases have security levels to access relevant personal information,
- All computers and electronic devices are protected by up-to-date virus and external fire wall protection,
- No personal information is stored on individual computers and is stored on the cloud operated by reputable Australian based service providers,
- All personal information is securely backed up in databases,
- Any breach or suspected breach of data security are dealt with using a risk management approach and appropriately actioned by Lady Clark Centre Inc. Centre Management & Board.

5.2 QUALITY OF PERSONAL INFORMATION

Lady Clark Centre Inc. takes a number of steps to ensure that all personal information we collect is accurate, up-to-date and complete. This includes:

- Recording information in a consistent format,
- Promptly adding updated or new personal information to records,
- Regularly reviewing and requesting residents provide up to date contact information to check their accuracy.



6. DISCLOSURE & ACCESS TO INFORMATION

6.1 DISCLOSURE OF PERSONAL INFORMATION

Lady Clark Centre Inc. will inform and seek the consent of the individual prior to the disclosure of personal information to any external agency or person.

Lady Clark Centre Inc. may disclose personal information about Residents or prospective Residents for the following reasons:

- To determine the individual's eligibility to entitlements,
- To enable us to contact any nominated person to lawfully inform of a Resident's health status or an emerging emergency,
- To enable Lady Clark Centre Inc. to provide relevant financial and asset information,
- To lawfully liaise with the individual's nominated representative and to contact family if requested or needed.

Lady Clark Centre Inc. may disclose personal information about Employees and Board Members or prospective Employees and Board Members for the following reasons:

- To enable us to properly assess the quality of applications for employment applied for,
- To report to enforcement agencies to meet any legislative requirements such as a suspected or alleged sexual or physical assault of a Resident,
- To provide information to health authorities in the case of an emergency or adverse health event.

Lady Clark Centre Inc. will not disclose personal information for any other purposes unless:

- The individual has given consent to the use or disclosure of information,
- The information is required or authorised by or under the Australian law or a court/tribunal order,
- A permitted health situation or emergency exists,
- It is reasonably believed that the information is reasonably necessary by an enforcement body.

If Lady Clark Centre Inc. is required to disclose personal information to an overseas recipient, all individuals will be informed, and their consent gained. Lady Clark Centre Inc. will take all such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to the information.

Lady Clark Centre Inc. will ensure all aspects of the Privacy Act (Australian Principle 7) are met and will not disclose or use personal information for the purpose of direct marketing.



6.2 ACCESS TO PERSONAL INFORMATION

Under the Privacy Act (Privacy Principle 12) an individual has the right to ask for access to their own personal information held about them by Lady Clark Centre Inc.

Individuals may be asked to verify their identity prior to accessing personal information. Access to this information will be provided on request except where we can lawfully deny, or limit access as prescribed by the *Privacy Act 1988* (as amended).

An individual **does not** need to provide a reason for requesting access.

On advice from Lady Clark Centre Inc. legal representative, access to personal information may be denied. If we refuse to give individual's access to personal information, we must notify you in writing setting out the reasons of the decision.

Lady Clark Centre Inc. will provide a reasonable range of choices of how access will be available depending on an individual's particular needs.

Lady Clark Centre Inc. may choose to charge for the service of providing access. What is charged will be reasonable and consistent with fees imposed by the Commonwealth for access to documentation under the *Freedom of Information Act 1982*.

Access may be obtained by;

- Contacting our Centre Manager, by telephone 0362492515,
- Written request for personal information.

7. CORRECTION OF INFORMATION

If the individual believes the personal information held about the individual is inaccurate, incomplete, or not up to date, the individual may request an amendment and correction of the information. A request for correction of information may be made to the Centre Manager.

If Lady Clark Centre Inc. does not agree with the amendment, we will note the individual's disagreement and the reasons why.

8. DESTRUCTION OF PERSONAL INFORMATION

Disposal of records requires that they be rendered unreadable by appropriate mechanical, physical or electronic processes. All electronic information is secured by



using password protection. *Records Principles 1997* and the guidelines outlined in the Australian Government Administrative Disposal Authority.

Lady Clark Centre Inc. securely destroys all paper personal information when they are no longer required to be retained. Records are either placed in security bins and destruction is carried out by a confidential document external provider or the documents are shredded in the Centre office.

9. GRIEVANCE AND COMPLAINTS

If a Resident or Representative wishes to make a complaint about our management of an individual's personal information, a written complaint may be submitted to the Centre Manager.

How to contact us

If any individual has any questions, complaints or requires further information, please contact the Centre Manager, Lady Clark Centre Inc. 10 Waldron Street, Claremont, Tas, 7011 P: (03) 62492515, E: admin@ladyclark.com.au.

Any individual may request a copy of the organisations Privacy Policy by contacting the Centre Manager. The policy may be provided to the individual in the form that they request, such as a paper copy or an emailed PDF document.

Under the Privacy Act (Australian Privacy Principle 2) an individual may have the option of not identifying themselves or using a pseudonym in relation to a particular matter. Lady Clark Centre Inc. will not breach any Privacy or other legislation regarding disclosing information and may find it impracticable to deal with individuals who have not identified themselves or who have used a pseudonym.

References

Office of Australian Information Commissioner: <http://www.oaic.gov.au/>

Office of Australian Information Commissioner (2014) Australian Privacy Principles. Privacy Fact Sheet 17. January 2014.

Office of Australian Information Commissioner (2012) Ten steps to protect other people's personal information. April 2012.

Privacy Act 1988.

Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Personal Information Protection Act 2004 (TAS).

11. RELATED POLICIES AND DOCUMENTS

Privacy Collection Statement



Yes, I have read and received a copy of the Lady Clark Centre Inc. Privacy Statement and Privacy Policy.

Name	
Signature	
Date	