

Code:	IMS
Version:	1

Subject:	<i>Privacy</i>
Scope:	<i>Living Care</i>
Effective Date:	<i>August 2009</i>
Date of Last Review:	
Approved By:	<i>Executive Director</i>
Primary Responsibility:	<i>Manager of Residential Services</i>
Distribution:	<i>Living Care</i>

Policy:

Living Care is committed to following best practices in protecting your personal privacy. The following statement outlines clearly how we collect, use and protect the personal information that you provide to us.

Living Care is committed to ensuring you:

- Understand your rights to information privacy;
- Understand our policy and practice on the management of personal information;
- Know how to access or amend any of your personal information contained in Living Care's records.

Process:

Collection and Use of Personal Information

Whether you are a client or volunteer of Living Care's services you will be asked to supply certain information such as contact details, personal and health details. The purpose and intended use of this information will be clearly explained to you at the time it is collected.

When using information Living Care follows these principles:

- Information provided will be used primarily for your care provision and the development of care services. This information will not be disclosed to third parties without your express consent. Sensitive information including your racial or ethnic origin, religious belief or affiliation, criminal record (unless required by law) or health information will not be collected without your express consent.
- Non-identifying information may be aggregated for statistical and other purposes. Information may be used for purposes permitted, required or authorised by law.

Consent

It is our practice to seek your consent to use or disclose your personal information. Your consent to use your information for a secondary purpose will be obtained at the time of first collection. Wherever it is lawful or practicable, individuals will have the option of not identifying themselves.

Access to Personal Information

You can gain access to your personal information. This access may be subject to some exceptions allowed by law e.g. legal proceedings. Should the situation arise you will be told the reasons why the information is not available to you.

Your initial request for information should be made to the service that first collected it. You can make your request either verbally or in writing. It may not always be possible to supply the information immediately. You will be advised at the time of application when the information should be available.

If at any time we change the Privacy Policy, we will post those changes on our website so you are kept fully informed.

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Privacy Officer

For more information about the management of your personal information please contact Living Care's Privacy Officer on (02) 8719 2603.

Legal Rights

Your rights are set out under the Privacy Act 1988, which is an Act of the Commonwealth Parliament. These rights are explained in detail by various publications made available by the Privacy Commissioner, which may be accessed at www.privacy.gov.au

Authorised By

Signature:	
Name:	Graham Reed
Title:	Executive Director
Date:	19-08-2009