



Castellorizian Aged Care Services Limited
"consideration, kindness & empathy:"

PRIVACY AMENDMENT (Privacy Sector)
Act No. 155 came into effect on 21 December 2001

The security of your personal information is of utmost importance to us. The information overleaf outlines the 10 Key Principles around which the Act revolves.

If you have any concerns or questions regarding the privacy laws and how they apply to you, please do not hesitate to contact the Facility Manager.

Residents Name:

Signed by:

Representative:

Witnessed by:

Facility Manager:

1. COLLECTION OF INFORMATION

Personal information may only be collected by Castellorizian Aged Care Services Limited if the information is necessary to assist us in the provision of resident/client care. The informed consent of the individual or his/her power of attorney must be given before information may be collected. Included (on the front page of this document) is a consent form which we ask you to read, sign and return to the administration office at your earliest convenience.

2. USE AND DISCLOSURE OF INFORMATION

Castellorizian Aged Care Services Limited may not use your personal information for any purpose other than for which it was collected without your written consent. This ensures that your personal information remains just that (PERSONAL).

3. DATA QUALITY

All personal information collected by Castellorizian Aged Care Services Limited must be confirmed as accurate prior to its use. We therefore ask that you inform us of any changes to your information at your earliest possible convenience.

4. DATA SECURITY

All information collected is kept under secure conditions. Computer files are accessible only by password ensuring that only approved personnel are able to access this information. Written information is kept in locked filing cabinets for security. Once information is no longer required it is destroyed.

5. OPENNESS

Castellorizian Aged Care Services Limited's policy on the management of personal information is available for residents, relatives and guardians to view at any time. Castellorizian Aged Care Services Limited will, at your request, disclose in general terms what sort of personal information it holds, the purpose for this information, how it collects uses and discloses this information.

6. ACCESS AND CORRECTION

Access to your personal information is available to you at your request, in line with Castellorizian Aged Care Services Limited Privacy Policy and Government legislation.

7. IDENTIFIERS

Government identifiers, such as Medicare or tax file numbers, are not used by Castellorizian Aged Care Services Limited as identifiers for residents or their personal information.

8. ANONYMITY

Wherever practicable an individual may remain anonymous when communicating with Castellorizian Aged Care Services Limited.

9. TRANSBORDER DATA FLOWS

Castellorizian Aged Care Services Limited will only transfer information outside Australia with the explicit consent of the individual or their power of attorney and only then if Castellorizian Aged Care Services Limited believes the information will be given a similar level of protection as it currently receives.

10. SENSITIVE INFORMATION

Regarding an individual's: political opinions; memberships of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a trade union; sexual preferences or practices; criminal record etc will not be collected by Castellorizian Aged Care Services Limited. This type of sensitive information does not have an effect on the care or respect received by residents of Castellorizian Aged Care Services Limited.

LOOKING AFTER YOUR RIGHTS

In the course of our normal operations, Castellorizian Aged Care Services Limited gathers extensive information about our residents and clients.

The Privacy Act prohibits any person from accessing, using or disclosing any personal information in the possession of Castellorizian Aged Care Services Limited.

People using the Castellorizian Aged Care Services Limited's services are assured their information will only be used for the purpose for which it was provided. It will not be provided to any person or agency without the consent of the resident or his/her legally designated representative. Castellorizian Aged Care Services Limited will not use or disclose resident/client records when it directly relates to their care or welfare and only then with the consent of the resident involved or as required by law.

YOUR EXPECTATIONS OF CASTELLORIZIAN AGED CARE SERVICES LIMITED

You have the right to expect all Castellorizian Aged Care Services Limited employees to be –

- Open and honest in our dealings with you.
- Respect your privacy and keep your personal information confidential unless disclosure is authorised by you or the law.
- Use your personal information only for the primary purpose for which you are involved with Castellorizian Aged Care Services Limited.
- Satisfy your right to see and if appropriate, amend our information about you.
- With your consent, deal with someone else on your behalf.