



Southern Cross Care (Qld) Inc.  
*Valuing and Respecting Human Life*

## **Privacy Statement**

In line with our vision of 'valuing and respecting human life', Southern Cross Care (Qld) Inc values and respects the decisions of individuals about how his or her personal information will be handled.

We are bound by the *National Privacy Principles* under the *Privacy Act 1988* that establish a benchmark for how personal information is to be handled, and we have adopted these principles as part of our business procedures. What this means is that all personal information received by Southern Cross Care (Qld) Inc is handled in a uniform manner and great care is taken to maintain the security of this information at all times. We believe that our Clients and Staff can feel safe in the knowledge that we safeguard their personal information ensuring that confidentiality is respected and information is stored securely.

### Collection of Information

Southern Cross Care will invite you to share some of your personal details with us, to enable us to process applications and provide you with relevant services; to plan for and facilitate care and service delivery; and to make decisions about the level of funding/service that you will be entitled to receive. Without this information it may make it difficult for us to provide appropriate care to you. SCC will also collect personal information from our client's next of kin; and SCC employees and prospective employees, volunteers, members, donors and suppliers.

### Use and Disclosure

In the main, information collected about you will be used for the purposes of assessing, planning, delivering and monitoring our care to you. There may be times that we disclose your personal and health information to other health providers where necessary to provide services to you. We store much of the information on computer databases and we may need to provide contractors access to the databases to assist us to effectively operate the databases.

We may also disclose information to the Australian and State Governments or its agencies, in accordance with the provisions of the *Aged Care Act* or other relevant law.

Wherever practical, we ensure that any third party to whom any personal or health information is disclosed is aware of our obligations under the Privacy Act and that they agree to be bound by these obligations.

We will

- a) Comply with the *Privacy Act* 1988 (Cth), and its associated National Privacy Principles, together with all applicable laws relating to the use of personal information;
- b) Unless otherwise required or authorised by law or by you, we will only use the personal information that you have given to us:
  - i. for the purpose connected with the provision of care to you by us; or
  - ii. for a purpose for which the personal information was given by you or your representative to us
- c) Unless otherwise required or authorised by law or by you, we will only disclose personal information relating to your care with your written consent or:
  - i. for a purpose connected with the provision of aged care to you by us; or
  - ii. for a purpose connected with the provision of care to you by another provider;
  - iii. for a purpose for which personal information was given by you to us;
  - iv. for the purposes of complying with our legal obligations.

#### Protection of Information

SCC guarantees that it takes all reasonable steps to protect the confidentiality of your personal information and all staff who handle your information are trained to understand their duty to protect it from unauthorised access, use or disclosure. When information is no longer required to be held, it is destroyed appropriately.

#### Accuracy of Information, Access and Correction

All reasonable steps will be taken by SCC to ensure the information we hold about you is accurate and up-to-date. On request, subject to the exceptions set out in the National Privacy Principles, we will provide you with access to personal or health information we hold about you and provide you with opportunity to correct any inaccuracies or out-of-date information. Should you wish to access any of the personal health information collected by Southern Cross Care please contact the Area Manager/Coordinator of your local Area Office. A fee may be charged to cover the cost of processing a request for access.