

# Policy Statement

## Privacy and Information Handling

1-6-1

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 DFC: n/a  
 Version: 3.0  
 Issued: Aug 2010  
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<b>Date Implemented</b>	February 2002	<b>Authorised by</b>	Chief Executive Officer
<b>Date Last Reviewed</b>	August 2010	<b>Signature</b>	
<b>Review Date</b>	August 2012	<b>Date</b>	04/08/2010
<b>Policy Owner</b>	Executive Manager People Performance and Innovation	[ <input checked="" type="checkbox"/> ] Signed copy held at Corporate Services	
<b>RSL Care Services</b>	[ <input checked="" type="checkbox"/> ] All [ <input type="checkbox"/> ] Corporate [ <input type="checkbox"/> ] HomeCare [ <input type="checkbox"/> ] Retirement Village [ <input type="checkbox"/> ] Residential		
<b>Legislation</b>	Aged Care Act 1997 Privacy Amendment (Private Sector) Act 2000 Privacy in the Private Health Sector Guidelines		
<b>Other Related Docs</b>			

### Policy Statement

RSL Care acknowledges and respects the privacy of individuals.

RSL Care works within the Aged Care Act 1997, which requires us to collect personal information, prescribed by that Act and the Aged Care Principles. RSL Care will handle any information collected from individuals according to the Privacy Amendment (Private Sector) Act 2000 and the Privacy in the Private Health Sector Guidelines.

### Guiding Principles

RSL Care will adhere to the National Privacy Principles in collecting, storing and maintaining information from individuals and will:

- Only collect by lawful means information needed to effectively perform its obligation and role.
- If collecting information, inform individuals of our organisation's name, the purpose for collection and their ability to access their information and correct that information, if necessary.
- Will only use collected information for the purpose for which it was collected unless authorised to do so or is bound to do so by law.
- Will make reasonable efforts to ensure information gathered is correct and up to date both at the time of collection and before use.
- Take reasonable steps to protect the personal information we hold is kept secure and free from misuse and loss and from unauthorised access, modification or disclosure.
- Grant reasonable access to a person's records that contain their personal information upon request.

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- Give individuals the option to interact anonymously whenever it is lawful and practicable to do so.
- As a private health care provider, collect sensitive information with consent from individuals. Consent may be express or implied or in certain situations may be given on behalf of an individual (for example, spouse, carer, power of attorney etc).

RSL Care, if requested, will take reasonable steps to let an individual know generally what sort of information is held, for what purposes and how it has been collected, held, used or disclosed this information. We may need to correctly establish an individual's identity in giving access to information. A request for access to information should be in writing with access to information being provided within 30 days. RSL Care may, in some circumstances deny access to information however, it will take reasonable steps to explain reasons for this denial.