

Retirement Villages

Privacy Statement

Your Privacy – Our Commitment

At UnitingCare Harrison we understand that your privacy is important. We appreciate you taking the time to read the following statement, which outlines our current privacy policy.

It is important that you read our most recent Privacy Statement as this will tell you how we manage your personal information. If you think you may have an older version of this statement, please contact Harrison (see below) and ask for a copy of our current Privacy Statement. Or you can download a copy from the retirement villages section of the Harrison web site by going to www.harrison.org.au.

Protecting Your Personal Information is Important

At Harrison we understand how important it is to know what happens to your personal information, and we respect your right to protect this information. We make a professional commitment to protect the privacy of our clients, staff, customers, volunteers and community members. We are aware of the highly sensitive nature of your personal information and to this end operate under specific legislation and policies that are designed to regulate how, where, and to whom your personal information can be disclosed.

The legislation that relate to the sensitive management of your personal information is the Information Privacy Act 2000 and the privacy policy of the Victorian Department of Human Services (DHS).

We strictly abide by these principles whenever personal information is collected, stored, accessed, transmitted, shared, used or disclosed. We collect information about residents, staff, volunteers, contractors and consultants, people making donations, benefactors, and people from the community and other agencies that assist village management in their operations, receive newsletters, and/or attend various functions.

Whenever you provide us with personal information we will use it only for the purposes intended. When the intention includes confidentiality we will maintain this, unless we are required by law to pass on your information. All of our employees and volunteers have been trained to implement the various Privacy Acts, principles and guidelines. When we work with other companies, consultants or organisations, we are careful to ensure that they follow the same stringent security and privacy procedures as Harrison.

What Kind Of Personal Information Is Collected?

We will only collect or record the personal information that you choose to tell us. If you do provide personal information, we will only use that information for the purpose that you provided it.

The three types of information held by village management are:

- Information that identifies you personally, such as your name, address, history of volunteering, donation, purchase of services or receipt of newsletters and resident information including application, payments, and services provided
- Anonymous information that cannot personally identify you is kept on file to assist us with our research and response to services
- Recorded personal information can be in many permanent forms, either as a hard copy or in electronic form, including: a document, database, film, video, still photography, audio and digital forms for storage and display on desk and lap computers. Personal information can also be recorded on telephones with text capabilities and devices like hand held computers.

Why Do We Collect This Personal Information?

We collect, hold and use your information so that we may provide retirement housing, manage our business and meet our legal obligations. You always have the right to not give us your personal information. It is important to understand that if you make this choice, it may affect our ability to provide you with the appropriate service. It may also affect the kind of advice we can give you, or your ability to obtain some of our available services.

How Do We Collect This Information?

Generally, we collect your personal information directly from you. This may be through face-to-face interviews, over the telephone, through the internet, on forms that you complete, or when you write to us or email us. In order to provide the service you have requested we may store this information in our secure computer storage facilities which are carefully monitored and password protected to ensure there is no unauthorised use.

How Do We Hold Personal Information?

Our priority is the protection of your personal privacy. All of our employees have a duty to deal with your personal information confidentially. We hold this information in a combination of secure computer storage facilities, paper based files and other records. We take all appropriate steps to protect the personal information we hold from misuse, loss and unauthorised access, modification or disclosure. We will destroy or de-identify your personal information when it is no longer needed by us unless we are legally required to maintain it.

Who Do We Disclose Personal Information To?

We will not disclose your personal information to a third party without your consent, unless we are required or authorised to do so by law or regulation.

How Do We Keep Personal Information Accurate And Up-To-Date?

It is important that the personal information we hold about you is accurate and up-to-date. We realise that information changes frequently with changes of address and other personal circumstances. We encourage you to contact us as soon as possible in order to update any personal information we hold about you.

We will do our very best to keep any information that we hold about you secure, accurate and up to date. Our employees, volunteers and the contractors and consultants who provide services to Harrison are obliged to respect the confidentiality of any personal information held us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

How Do We Handle Requests For Access To Personal Information?

At any time you may request access to your personal information to ensure it is complete, accurate and up-to-date, and to make any corrections. It is important to note that there are certain exceptions contained in the Act regarding your access to this information. An example of this would be if the information you've given us relates to another person or existing or anticipated legal proceedings. In accordance with this policy, it may be necessary for us to see proof of your identity before we provide access to your information.

To gain access to the personal information we hold about you, please complete and forward a 'Client Request to Access Information' form at the end of this document to the Harrison Privacy Officer. You can apply online in the Resident Information Section under the retirement villages heading on the Harrison web site by going to www.harrison.org.au.

The Privacy Officer will provide you with either access to your information, or a written decision giving you reasons for our refusal within 45 days.

Enquiries & Complaints: How We Treat Your Personal Information

If you have an enquiry or a complaint concerning the handling of your personal information by us, please write to the Harrison Privacy Officer who will acknowledge your contact within 14 days of receiving it, and will make every effort to address your issues quickly.

We hope to resolve any complaint to your satisfaction. If you are unhappy with our response, you are entitled to contact the Office of the Victorian Privacy Commissioner who may investigate your complaint further.

Please be assured that Harrison will continue their strong commitment to the protection of your privacy and the maintenance of high quality service.

You can contact the Privacy Officer by telephone on (03) 9871-8700, TTY (03) 9800 3569, by email at privacy@harrison.org.au or by writing to:

The Privacy Officer
UnitingCare Harrison
PO Box 4503, Knox City VIC 3152