

PRIVACY COLLECTION STATEMENT

L_M 34A

Protecting your privacy

Wintringham is committed to protecting your privacy and to ensuring we can provide you with the best possible care and services. We are bound by the *Privacy Act 1988* (Cth) (the **Privacy Act**) and the Australian Privacy Principles (APP).

This Privacy Collection Statement should be read in conjunction with our Privacy Policy which contains detailed information on how we protect your privacy, including the way in which we may collect, use and disclose your information. A copy of our Privacy Policy is available on our website or from our staff.

Collection of information

We collect personal information about individuals directly from the individual or their legal representative. We will only collect information for a purpose that relates directly to our functions and activities as an aged care and housing provider. We understand that you may not want to provide information to us. The information we request of you is relevant to providing you with the care and services you need. If you choose not to provide us with some or all of the information we request, we may not be able to provide you with the care and services you require.

For more detailed information, please refer to our Privacy Policy.

Use and disclosure

We will use and disclose your personal information only for the purpose for which it was collected or for any other purpose that is otherwise directly related to our functions or activities as an aged care and housing provider or otherwise permitted at law.

Please refer to our Privacy Policy for more detailed information.

Access and correction of information

Our Privacy Policy also contains detailed information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected.

Overseas recipients

We will not disclose your information to overseas recipients. If we do, we will take all steps that are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.



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Making a complaint

If you wish to make a complaint about the way we have managed your personal information you may make that complaint verbally or in writing by setting out the details of your complaint to any of the following:

- (i) **Wintringham General Manager Operations**
Phone: 03 9376 1122
Fax: 03 9376 8138
Email: admin@wintringham.org.au

- (ii) **Aged Care Quality and Safety Commission**
Online: www.agedcarequality.gov.au
Phone: 1800 951 822

- (iii) **Office of Australian Information Commissioner**
Phone: 1300 363 992

- (iv) **Housing Registrar**
Online: <http://www.housingregistrarcomplaints@dtf.vic.gov.au>
Phone: 9651 1402.

How to contact us:

If you have any questions in relation to privacy or how we manage your personal information, please contact us on 03 9376 1122. Alternatively, you can e-mail: admin@wintringham.org.au.

References:

Information Privacy Act (Vic) 2000
Privacy Act 1988 (Com)
Charter of Human Rights and Responsibilities Act (Vic) 2006
Health Record Act (Vic) 2001
Privacy Amendment (Enhancing Privacy Protection) Act 2012
Australian Privacy Principles
L_M Fm 35a Consent to Exchange Information
L_M Fm 34a Wintringham Freedom of Information Request Form
L_M 34b Privacy Procedures



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