

Beloved Care Services

Privacy Consent Form

Beloved Care Services respects your privacy. This statement explains how we collect, use and disclose information your personal information and sensitive information and obtains your consent to such collection, use and disclosure.

1.1 What is personal information?

Personal information means information or an opinion (whether true or not and whether recorded in a material form or not) about an individual who is identified or reasonably identifiable from the information.

1.2 What is sensitive information?

Sensitive information is a subset of personal information that is generally afforded a higher level of privacy protection. Sensitive information includes health and genetic information and information about racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual preferences or practices, criminal record and some types of biometric information.

1.3 The personal information that Beloved Care Services collects

The personal information that Beloved Care Services collects from a Client includes their:

- (a) name, address, telephone and email contact details;
- (b) gender, date of birth and marital status, information about their disability and support needs;
- (c) health and medical information;
- (d) Medicare number and other identifiers used by Government Agencies or other organisations to identify individuals;
- (e) financial information and billing details including information about the services individuals are funded to receive, whether under the NDIS or otherwise;
- (f) records of interactions with individuals such as system notes and records of conversations individuals have had with Beloved Care's employees; and
- (g) information about the services Beloved Care Services provides to individuals and the way in which Beloved Care Services will deliver those to individuals.

Typically, Beloved Care Services does not collect personal information in the form of recorded material in audio and/or visual format.

1.4 Sensitive information and protection of dignity

Beloved Care Services only collects sensitive information where it is reasonably necessary for Beloved Care's functions or activities and either:

- (a) the individual has consented; or
- (b) Beloved Care Services is required or authorised by or under law (including applicable privacy legislation) to do so.

For example, in order to provide Beloved Care's services to a Client or to respond to a potential Client's inquiries about services, Beloved Care Services may be required to collect and hold their sensitive information including health and medical information and information relating to their disability and support requirements.

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Beloved Care Services will treat Clients with dignity and respect and as far as reasonably practicable protect the privacy and dignity of each Participant and, in particular, their sensitive information.

1.5 What if a Client doesn't provide Beloved Care Services with their personal information?

The nature of the business carried on by Beloved Care Services means that, generally, it is not possible for Beloved Care Services to provide services or supports to Clients or otherwise deal with individuals if a Client does not provide their personal information to Beloved Care Services.

1.6 How Beloved Care Services collects personal information

Beloved Care Services collects personal information in a number of ways, including:

- (a) through Beloved Care's website;
- (b) when individuals correspond with Beloved Care Services (for example by letter, fax, email or telephone);
- (c) on hard copy forms;
- (d) in person;
- (e) from referring third parties (for example, the National Disability Insurance Scheme or a support coordinator);
- (f) at events and forums; and
- (g) from third party funding and Government Agencies.

1.7 Why does Beloved Care Services collect personal information?

The main purposes for which Beloved Care Services collects, holds, uses and discloses personal information are:

- (a) providing individuals with information about Beloved Care's services and supports.
- (b) answering their inquiries and deliver service to Clients.
- (c) administering Beloved Care's services and supports and process payments.
- (d) conducting quality assurance activities including conducting surveys, research and analysis and resolving complaints.
- (e) complying with laws and regulations and to report to funding and Government Agencies.
- (f) promoting Beloved Care Services and its activities, including through events and forums.
- (g) conducting research and statistical analysis relevant to Beloved Care's activities (including inviting individuals to participate in research projects and activities).
- (h) reporting to funding providers.
- (i) recruiting employees, contractors and volunteers.
- (j) processing payments.
- (k) answering queries and resolving complaints.
- (l) evaluating Beloved Care's work and reporting externally.

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- (m) carrying out internal functions including administration, training, accounting, audit and information technology.
- (n) other purposes which are explained at the time of collection or which are required or authorised by or under law (including, without limitation, privacy legislation).
- (o) purposes for which an individual has provided their consent.
- (p) for research, evaluation of services, quality assurance activities, and education in a manner which **does not identify individuals**. If individuals do not wish for their de-identified data to be used this way, they should contact Beloved Care Services.
- (q) to keep individuals informed and up to date about Beloved Care's work, for example, changes to the National Disability Insurance Scheme or information about disability supports, either where Beloved Care Services has their express or implied consent, or where Beloved Care Services is otherwise permitted by law to do so. Beloved Care Services may send this information in a variety of ways, including by mail, email, SMS, telephone, or social media.
- (q) where an individual has consented to receiving marketing communications from Beloved Care Services, that consent will remain current until they advise Beloved Care Services otherwise. However, individuals can opt out at any time.
- (r) to manage and improve users' experience on the Beloved Care Services website using "cookies". A cookie is a small text file that Beloved Care's site may place on their computer as a tool to remember their preferences. Individuals may refuse the use of cookies by selecting the appropriate settings on their browser.
- (s) to tailor advertising, both on Beloved Care's website and through advertising networks on other websites, based on their visits or behaviour through cookies on their device. Individuals can control how cookies are used and for what through the settings on their chosen browser.
- (t) to track visits to the Beloved Care website, using this information to track the effectiveness of the website. While this data is mostly anonymous, sometimes Beloved Care will connect it to individuals, for instance in personalising a webpage, or pre-filling a form with their details. For more information on Beloved Care's analytics tools, read Google's privacy policy.

1.8 Can I withdraw or amend my consent to the use of my personal information?

A Client may withdraw or amend their consent to Beloved Care Services using their personal information at any time by written notice to Beloved Care Services. The nature of the business carried on by Beloved Care Services and that, generally, it is not possible for Beloved Care Services to provide services or supports to Clients or otherwise deal with individuals if a Client withdraws or amends their consent.

1.9 What third parties does Beloved Care Services disclose personal information to?

Beloved Care Services may disclose personal information to third parties where appropriate for the purposes set out above, including disclosure to:

- (a) Beloved Care's funding providers;
- (b) government and regulatory bodies, including the National Disability Insurance Agency, Medicare, the Department of Social Services, the Department of Health & Human Services, and the Australian Taxation Office;
- (c) people acting on their behalf including their nominated representatives, legal guardians, executors, trustees and legal representatives;

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- (d) the police, or to the Disability Services Commissioner, or to comply with compulsory notices from courts of law, tribunals or Government Agencies;
- (e) financial institutions for payment processing;
- (f) referees whose details are provided to Beloved Care Services by job applicants; and
- (g) Beloved Care's contracted service providers, including:
 - (1) information technology service providers
 - (2) invoice processing service providers
 - (3) conference, function and training organisers
 - (4) marketing and communications service providers including call centres
 - (5) research agencies
 - (6) freight and courier services
 - (7) printers and distributors of direct marketing material including mail houses
 - (8) external business advisers (such as recruitment advisors, auditors and lawyers).

In the case of these contracted service providers, Beloved Care Services may disclose personal information to the service provider and the service provider may, in turn, provide Beloved Care Services with personal information collected from individuals in the course of providing the relevant products or services.

1.10 How is personal information stored and used?

- (a) Beloved Care Services holds personal information in a number of ways, including in hard copy documents, electronic databases, email contact lists, and in paper files held in drawers and cabinets. Paper files may also be archived in boxes and stored offsite in secure facilities.
- (b) Beloved Care Services must take reasonable steps to:
 - (1) make sure that the personal information that Beloved Care Services collects, uses and discloses is accurate, up to date and complete and (in the case of use and disclosure) relevant;
 - (2) protect the personal information that Beloved Care Services holds from misuse, interference and loss and from unauthorised access, modification or disclosure; and
 - (3) destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the Australian Privacy Principles, subject to other legal obligations and retention requirements applicable to Beloved Care Services.
- (c) Unfortunately, there are inherent risks in the management of personal information and Beloved Care Services cannot and does not guarantee that unauthorised access to individuals' personal information will not occur.
- (d) Beloved Care Services employees must only access and use personal information for a valid work purpose. When handling personal information, employees should:
 - (1) confirm recipient details before sending faxes or emails;

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- (2) always store any hard copies of confidential information that is not being used in a secure cabinet or room;
 - (3) be aware of the surroundings and people nearby;
 - (4) limit taking hard copy information away from secure sites;
 - (5) secure information when travelling e.g. in briefcase, folder etc.;
 - (6) dispose unneeded copies of information securely; and
 - (7) ensure the information is available to people who need to access it.
- (e) Beloved Care Services employees may only share personal information as set out under this policy and incircumstances permitted under law.

1.11 How is personal information kept secure?

The steps Beloved Care Services takes to secure the personal information Beloved Care Services holds include:

- (a) website protection measures (such as encryption, firewalls and anti-virus software);
- (b) security restrictions on access to Beloved Care's computer systems (such as login and passwordprotection) and cloud-based storage (using Google Drive and OneDrive),
- (c) controlled access to Beloved Care's premises
- (d) personnel security (including restricting the use of personal information by Beloved Care Services employees tothose who have a legitimate need to know the information for the purposes set out above); and
- (e) training and workplace policies.

Consent

You, the undersigned, acknowledge that you have read and understood each of the statements in this Privacy Consent Form and voluntarily consent to your Personal and Sensitive Information being collected, used and disclosed by Beloved Care Services as indicated above.

Name

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Signature

Date: