

Title	Privacy Policy	
Department	Corporate	Policy
Approved by	Chief Executive	



MannaCare
WIDER CHOICES FOR OLDER PEOPLE

MannaCare ("we", "us", "our") is committed to protecting the personal information of our residents, clients, carers, supporters, donors, volunteers and other individuals with whom we deal. This Privacy Policy outlines how we handle personal information.

"Personal information" is information, or an opinion, about an identified individual, or an individual who is reasonably identifiable. Personal information includes information such as name, date of birth, contact details and records of the individual dealing with us. It can also include sensitive information such as health information, criminal history information and membership of a professional or trade organisation.

We are bound by the Australian Privacy Principles in the Privacy Act 1988 (Cth) as well as by the Information Privacy Principles in the Information Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic).

Our purposes for handling personal information

We collect, hold, use and disclose personal information for the following purposes:

- to provide health care and other support services to residents and clients;
- to engage in correspondence, marketing and fundraising (eg through our newsletter); and
- to otherwise run our organisation.

Collection of personal information

We will collect personal information about an individual (such as a resident, client, volunteer, an applicant for employment or a contractor) directly from the individual by way of forms, face-to-face meetings, interviews and telephone calls.

On occasion we may also collect personal information from third parties - for example from medical and health professionals and hospitals, other aged care providers, government agencies, family members, contractors, referees and health referral organisations, relevant government agencies or representatives of the individual.

Disclosure of personal information

We may disclose personal information (including sensitive information) to:

- those involved in providing, managing or administering our services (including, for example, our representatives, third party suppliers and printers);
- contractors and those providing services to us;
- referees and health referral organisations;
- medical and health professionals, hospitals and other aged care providers;
- our professional advisers;
- insurers;
- auditors;
- government bodies, regulators, coroners and undertakers;
- the individual's family members and representatives; and
- any person or organisation where the individual has given their consent or we are required or authorised by law to disclose.

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Security

We hold personal information in paper-based and electronic files. We seek to ensure that personal information is protected from misuse, interference and loss and from unauthorised access, modification or disclosure – including through locked storage of paper records and password access rights to computerised records. Our staff, contractors and volunteers are obliged to respect the confidentiality of any personal information we hold.

When we no longer require personal information for a permitted purpose (including when we are no longer required by law to keep records of personal information), we ensure that it is destroyed or de-identified (as the case may be).

Access

An individual may request access to personal information we hold about them. To make a request to access such information, the individual must contact the Privacy Officer in writing (details below). If we refuse to give access, we will provide a written notice which sets out the reasons for the refusal and the mechanisms available to complain about our refusal.

We may require the person seeking access to verify their identity and specify what information they require. We may charge a reasonable fee to recover our costs of verifying the access request and locating, retrieving, reviewing, copying and providing access to information requested. If the information sought is extensive, we will advise the likely cost in advance.

Accuracy

We seek to ensure that personal information we hold is accurate, up-to-date, complete and (in the case of our use and disclosure of personal information), relevant. Where we believe that the personal information we hold is inaccurate, out-of-date, incomplete, irrelevant or misleading, we will take reasonable steps to correct the information.

An individual may request that we correct information that we hold about them by contacting our Privacy Officer in writing. We will make any appropriate corrections. However, if we do not agree with the corrections requested, we are not obliged to alter the personal information, but we will give the individual a written notice which sets out the reasons for our refusal and the mechanisms available to complain about our refusal.

If we refuse to correct personal information, the individual can also ask us to associate, with the relevant information, a statement that notes their view that the information it is inaccurate, out-of-date, incomplete, irrelevant or misleading. We will not charge the individual for making a correction request, for correcting the information or for associating a statement with their information.

Contacting us - enquiries, complaints and opting out

If an individual has any enquiries, concerns or complaints about this Privacy Policy, our handling of their personal information or our compliance with the Privacy Act they may contact our Privacy Officer.

If an individual wishes to opt out of future marketing communications, they may do so by the means suggested on any of our applicable publications or by contacting our Privacy Officer.

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Postal Address: Privacy Officer
MannaCare
371 Manningham Road
DONCASTER VIC 3108

Telephone: 1300 90 20 23

An individual may also lodge a complaint about privacy with the Office of the Australian Information Commissioner by telephone: 1300 363 992 or email: enquiries@oaic.gov.au.

Updates

We may, from time to time, review and update this Privacy Policy to take account of new laws and technology or changes to our operations and practices. This Privacy Policy was last updated on 30 January 2019.

Associated Documents:

- Privacy Breach Response Plan
- Privacy Policy Compliance and Audit Program
- Privacy Complaints Handling Procedure

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