

## **Multicultural aged care Illawarra privacy policy**

### **1. Privacy Statement.**

Multicultural Aged Care Illawarra (MACI) is committed to protecting your privacy. As part of our commitment, this Privacy Policy outlines how MACI manages the personal information that it holds about its residents.

This statement of privacy applies to the MACI website and the collection and use of data. By using the MACI website you consent to the data practices described in this statement.

### **2. Collection of Your Personal information**

MACI only collects information that it needs in order to provide its services.

MACI is a not for profit provider of residential aged care facilities providing care and services to residents. Its services include:

- Provision of private residential aged care facilities
- Provision of care and services to residents
- Provision of respite, low, high and dementia care within our facilities

To effectively provide such services MACI needs to collect certain information to ensure the health and safety of individuals and to allow us to best determine the appropriate level of care required by them.

The type of information collected by MACI may include, but is not limited to:

- Name, gender, address, phone number(s)
- Date of Birth
- Health information
- Your billing details
- Records of our interactions with you such as notes and recordings of telephone conversations you have had with our employees
- Preferences for different activities, events and types of care
- Feedback on services provided

MACI will endeavour to collect the above information directly from you. However from time to time, we may also collect information from other sources, such as your family. If you choose not to provide the information that MACI requires to provide its services effectively, we may not be able to provide you with the service(s) you have requested.

### **3. Use of Personal Information**

MACI collects and uses your personal information to operate the MACI website and to deliver the services that you have requested. MACI also uses your personally identifiable information to inform you of services available from MACI.

MACI may, at times, contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

### **4. Disclosure of Personal Information**

MACI does not sell, rent or lease its customer lists to third parties. MACI may from time to time contact you on behalf of external business partners about a particular offering that may be of interest to you. In such cases, your personally identifiable information (such as email, name, address, telephone number) is not transferred to the third party.

MACI may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information, except to provide these services to MACI and they are required to maintain the confidentiality of your information.

MACI will disclose your personal information, without notice, only if required to do so by law or in good faith that such action is necessary to (a) confirm the edicts of the law or comply with legal process served on MACI, (b) protect and defend the rights of MACI and, (c) act under circumstances to protect the personal safety of users of MACI or the public.