

Fresh Hope Care Privacy Collection Statement

Protecting Your Privacy

Fresh Hope Care 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.

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 at your service. We will provide a copy of our Privacy Policy to you when you first enter the service and before we start providing services to you.

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 provider. We understand that you may not want to provide some 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 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.

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) **The Privacy Officer**
Phone: (02) 8719 2603 Fax: (02) 8719 2604
Email: admin@freshhopecare.org.au
- (ii) **The Service Manager** at your local service.
- (iii) **Aged Care Complaints Scheme**
Online: At <https://www.agedcarecomplaints.gov.au/raising-a-complaint>.
By phone on 1800 550 552.
- (iv) **Office of Australian Information Commissioner**

How to Contact Us

If you have any questions in relation to privacy or how we manage your personal information, please contact us on (02) 8719 2603. Alternatively, you can e-mail: admin@freshhopecare.org.au.