

Privacy Statement

Australian Unity Home Care Service Pty Ltd ACN 609 694 475 and its related entities ('**Australian Unity**', '**us**', '**we**' and '**our**') are bound by and are committed to complying with all applicable laws relating to privacy in the provision of home care services to you (including the *Privacy Act 1988* (Cth) and *Australian Privacy Principles*, the *Aged Care Act 2024* (Cth) and relevant State and Territory legislation).

By providing your personal information to us, or nominating someone else to provide it, you agree to the collection, use and disclosure of your personal information as described in this Privacy Statement

This statement should be read together with our privacy policy, which contains additional information on how we protect your privacy, including the way in which we may collect, use and disclose your information. Our privacy policy is available on our website at: australianunity.com.au/privacy-policy.

Collection of personal information

Australian Unity collects information which is necessary to provide you with the care and support services you have requested, as set out in your care plan, or as deemed clinically appropriate (**Services**). The information we collect may include, but is not limited to:

- (a) your identifying and contact information, such as your name, age, gender, date of birth, photograph, address, email address and phone number;
- (b) Your My Aged Care ID;
- (c) your relationship status and details of your contact persons, next of kin and authorised representatives and records of our interactions with them and with you;
- (d) your health and wellbeing information, such as your medical history, cognitive capacity and diagnosis, the medications you take, your Medicare details, your treating healthcare professionals, your care plan, hours of care provided and other related information;
- (e) information about your religious, racial or ethnic background; and
- (f) information about your finances, including your pension status and details and payment information.

You have the right not to disclose your personal information, however, this may limit our ability to process your application to receive services, to provide you with products and services which you have requested, to provide care for you in the best possible way, to manage an emergency effectively, or develop and advise you of new services and products.

Where you have given us personal information about another person, for example a person you have authorised to act on your behalf, we expect you to tell those people that you have given us their information and direct them to our privacy policy.

Use of your personal information

Where appropriate we will use your personal information for purposes connected with delivering the Services to you and for the purposes for which it was provided to us. These may include the following, and you acknowledge that these are purposes for which your information has been

provided to us, to:

- (a) identify you, assess your eligibility, and process your application for home care services;
- (b) provide the Services to you which may include the provision of third party products and services;
- (c) manage our ongoing relationship with you, including through the provision of Services and products to you as set out in your care plan and/or as otherwise requested by you or as deemed clinically appropriate;
- (d) administer the Services, programs and products requested by you;
- (e) assist us in running our business, including for quality assurance, audit and insurance purposes, for billing and direct debit arrangements, for improving and developing our products, programs and services, for implementing appropriate security measures, for training our personnel and for responding to government and regulatory enquiries in relation to the provision of the Services and the running of our business; and
- (f) comply with applicable laws and for other purposes set out in Australian Unity's privacy policy.

How we use your personal information to tell you about our products and services

We may use your personal information to tell you about products or services that we think might benefit you, including via the methods set out below, and this is also a purpose for which your personal information is provided to us:

- (a) email;
- (b) SMS, or other electronic notification;
- (c) social media and other digital platforms;
- (d) our website or apps;
- (e) mail; or
- (f) telephone.

We respect the rights of our customers to receive only the material they want. If you do not agree that telling you about our products and services is a purpose for which you have provided information to us, you can opt-out of receiving marketing information from us by calling 1300 160 170.

Disclosure of your personal information

We may disclose your personal information for purposes connected with delivering the Services to you and for the purposes for which it was provided to us, which may include the following:

- (a) to health professionals involved in your care (such as your medical practitioner, allied health provider, pharmacist or other care or service providers), to assist us in the provision of the Services or to assist with your health or improving your health outcomes or otherwise in a medical emergency;
- (b) to persons nominated as your contact person, next of kin, or authorised representatives;
- (c) to government departments, including Centrelink or the Department of Health, Disability and Ageing, for the purposes of monitoring the way in which services have been provided or for other purposes related to the evaluation or development of, or research regarding, the

- provision of care and support services;
- (d) to the Department of Health, Disability and Ageing via the Data Exchange (DEX) in respect of customers receiving funding under the Commonwealth Home Support Program (CHSP) (a copy of the CHSP Privacy Notification is set out in Annexure A);
 - (e) where we are authorised or compelled by law to do so, where it is necessary for the establishment of a legal defence of a legal claim, or where requested by a government or enforcement agency;
 - (f) to our related organisations and other third parties who help us with our business, including our subcontractors and advisors. Some of these service providers may be located overseas, including in the Philippines, the United States, Canada, the United Kingdom, Ireland, India, Germany and the Netherlands.

Accessing and correcting your information

If you believe that any information held by us about you is inaccurate, incomplete or out of date, please let us know as soon as possible.

You can make a request to access or correct the personal information we hold about you. If you would like to do so, you can call us on 1300 160 170 or contact your local Australian Unity Home Care Services branch.

Concerns and queries

If you have any concerns or questions about the management of your personal information, please contact our Privacy Officer:

Group Privacy Officer, Australian Unity Limited

In Writing: Level 15, 271 Spring Street, Melbourne VIC 3000

By Phone: on 1300 160 170

If you have followed this step and are not happy with the outcome, you can contact the relevant external body:

- **Office of Australian Information Commissioner**
Online: at <https://www.oaic.gov.au/privacy/privacy-complaints>
By phone: on 1300 363 992
- **Aged Care Safety and Quality Commission**
Online: at <https://www.agedcarequality.gov.au/>
By phone: on 1800 951 822

Annexure A: CHSP Privacy Notification

CHSP Standard Privacy Notification

Collection of your My Aged Care ID

The information that we collect from you includes your personal information. Your personal information is protected by law, including by the *Privacy Act 1988* (Cth).

The Department of Health, Disability and Ageing (**DoHDA**) provide grant funding to providers of aged care services under the Commonwealth Home Support Program (**CHSP**). CHSP providers must report on the delivery of CHSP services to DoHDA via the Data Exchange (**DEX**). This system is hosted by the Australian Government Department of Social Services (**DSS**).

DSS on behalf of DoHDA collects information (including information about the services you receive and an encrypted version of your 'My Aged Care ID') from your CHSP provider and stores this information as a de-identified record in DEX. This protected information is a mandatory requirement and is not used by DSS for any purpose.

Uses and disclosures of your My Aged Care ID in the Data Exchange

DSS on behalf of DoHDA discloses a subset of this information (including an encrypted MAC ID) to DoHDA periodically in order to monitor provider compliance with funding grant conditions (the compliance purpose). This is authorised under s 573(1) of the new *Aged Care Act 2024* (Cth) (**NACA**).

DoHDA will decrypt your My Aged Care ID in order to reidentify you and verify information about CHSP services provided to you for the compliance purpose. DoHDA cannot undertake compliance monitoring activities without this information.

How DSS uses and discloses personal information other than My Aged Care ID in the Data Exchange

DSS on behalf of DoHDA uses your information in DEX to produce and share de-identified data and data visualisation reporting products to DoHDA and providers, for reporting and research purposes.

DSS uses your information in the Data Exchange to produce information for policy development, grants program administration, and research and evaluation purposes. DSS also shares data with organisations and agencies for reporting and research purposes. DSS de-identifies all data before use or disclosure so that it cannot be used to re-identify you.

Further information

For more information about how DSS on behalf of DoHDA will manage your personal information, including how you can request access or correction of your personal information or make a privacy complaint, see the [privacy policy](#) published on the DSS website.

Conditional on consent - CHSP Standard Privacy Notification

Our use of the Data Exchange

Australian Unity is also using the Data Exchange as a client record system for CHSP customers. Your personal information (other than your My Aged Care ID) that is stored by DSS on the Data

Exchange will only be disclosed to us for the purposes of managing your case.

DSS will only collect certain personal information with your consent

Your client record can be set up to include your name and address. This assists Australian Unity to manage your record but will require DSS to collect personal information about you.

You are not required to provide your name and address to DSS. If you do not consent to the collection of your personal information, this will not affect the services provided to you. You can ask for this information to be removed by DSS at any time.