

Privacy Statement

Australian Unity Home Care Service Pty Ltd ACN 609 694 475, myHomecare Pty Ltd ACN 070 593 378, Sarmace Pty Ltd ACN 003 063 590, and their 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 the *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, and explains the other ways that 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 relationship status and details of your contact persons, next of kin and authorised representatives and records of our interactions with them and with you;
- (c) 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;
- (d) information about your religious, racial or ethnic background; and
- (e) 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) where we are authorised or compelled by law to do so, where it is necessary for the establishment of a legal defence or a legal claim, or where requested by a government or enforcement agency;
- (e) 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: <https://www.oaic.gov.au/privacy/privacy-complaints>
By phone: on 1300 363 992
- **Aged Care Safety and Quality Commission**
Online: <https://www.agedcarequality.gov.au/>
By phone: on 1800 951 822