

Privacy Collection Statement

1. Purpose

At Villa Maria Catholic Homes Limited ABN 32 004 364 103 (**VMCH**), we respect the privacy of all information we collect about our clients, students, participants or residents.

We are bound by:

- the *Privacy Act 1988* (Cth) and Australian Privacy Principles.
- the *Health Records Act 2001* (Vic) and the Health Privacy Principles.

This Privacy Collection Statement should be read together with our Privacy Policy which contains detailed information about how VMCH protects your privacy, including how we handle your information and how you can access and correct personal information (including sensitive and health information) we hold about you. A copy of our Privacy Policy is available on our website or at our facility.

2. Collection and use of information

VMCH may collect your information from you, or the person authorised by you to provide us this information on your behalf, such as your family member, carer, friend or power of attorney or guardian.

VMCH also engages third parties to carry out functions on behalf of VMCH and they may collect your information from you and pass this information to VMCH. We may also receive information about you from referrers who have your consent to disclose your information to us, or a government agency or department on whose behalf we are providing services to you.

VMCH collects and uses your information to provide you with individualised quality care and services including to:

- manage our ongoing relationship with you along each phase of your care with us;
- fulfil your requests during an enquiry process;
- assess your suitability for, enrol you in, and administer services;
- maintain accounts and records;
- communicate with government agencies or departments in relation to funding and the provision of services to you;
- collect information necessary for research, or the compilation or analysis of statistics;
- conduct market research that informs the strategic direction of VMCH, by seeking to understand ways to improve the care of clients and the services offered by VMCH;
- manage, review, develop and improve our business and operational processes through quality improvement activities such as audits and surveys;
- resolve any legal or commercial complaints or issues, which may include obtaining professional advice and participating in legal proceedings;
- meet our legal obligations under laws; and
- perform any of our other functions and activities as a provider of residential aged care, community services and specialist education and evolving disability services.

Category 01 Governance & Leadership

Set Privacy
Owner Office of the CEO

Approved By Natalina Velardi, General
Counsel & GM Governance
Approved Date 12/08/20
Review Date 12/08/23

3. Disclosure of your information

In order to carry out the purposes described in this Statement, VMCH may disclose your information to persons or organisations such as:

- health services providers, including your doctor and allied health professionals;
- other service providers who may provide some services directly to you on our behalf including direct care workers, cleaners, gardeners, maintenance personnel and pharmacists;
- persons authorised by you and your agents and professional advisors;
- regulatory bodies and government agencies or departments;
- our related bodies corporate and professional advisors;
- payment system operators, insurance companies and financial institutions; and
- other parties to whom we are authorised or required by law to disclose information.

4. Overseas disclosure

VMCH sometimes uses service providers (including IT support) who may host or store your information overseas. In all such cases, VMCH will take reasonable steps to ensure all entities to whom it transfers your personal information comply with the *Privacy Act 1988* (Cth), including ensuring appropriate security measures are taken by those entities to protect your information from unauthorised access and use.

5. Your right to anonymity

You may wish to anonymously deal with VMCH when enquiring about our services generally. However, if you do not provide the information requested of you to VMCH, we may be unable to provide you with the care or other services you require.

6. Access to your information and contacting us

VMCH will allow you to access and correct personal information we hold about you as required by law. If you have any queries about how VMCH handles your information, or would like to request access to that information, please contact us:

- By mail – VMCH Privacy Officer, PO Box 134 East Melbourne 8002; or
- By email – privacy@vmch.com.au