

Carinity Privacy Collection Statement - Consumers

Carinity is committed to providing you with the best possible services and to protecting personal information we collect. Carinity is bound by the Privacy Act 1988 (Cth) and Australian Privacy Principles.

Carinity provides aged care, education, retirement lifestyle, disability support, counselling, chaplaincy and youth and community services.

You have received this Statement as we are collecting, or have collected, your personal information for the purpose of providing one or more of these services.

The Carinity Privacy Policy outlines how we may collect, hold, use and disclose your personal information, including sensitive information, and is available by request and on the following websites.

- › carinity.org.au
- › brownesholme.org.au
- › brookfieldgreen.org.au
- › fairfieldgrange.org.au
- › cedarbrook.org.au
- › homecare.carinity.org.au
- › carinity.qld.edu.au/southside
- › carinity.qld.edu.au/gladstone
- › carinity.qld.edu.au/glendyne
- › carinity.qld.edu.au/rockhampton
- › carinity.qld.edu.au/shalom
- › carinityfassifern.org.au

Why we collect information

We will only collect information, when necessary, for a purpose that relates directly to Carinity functions and activities.

We understand that you may not want to provide information to us. The information we request of you is relevant to providing

you with the services you need or is required by State or Federal laws. 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 services you require.

Kinds of information we collect

The following kinds of personal and sensitive information that may be collected include but is not limited to:

- › your name, date of birth, address, gender and contact details
- › emergency contacts
- › information about any family or other related persons such as partners, parents, children and legal representatives
- › information about your health and wellbeing
- › court orders that affect you

How we collect your information

We will collect your personal information through a range of channels including:

- › directly from you or your legal representative when we meet with you face to face
- › via letters, email, forms, surveys and through our websites
- › from authorised third parties e.g. government agencies
- › the operation of CCTV cameras in some facilities. Where CCTV is in operation, this is indicated through the presence of signage

When do we use or disclose information?

We will use and disclose the personal information of existing and prospective service users and their representatives only for the purpose for which it was collected or for any other purpose that is otherwise directly related to Carinity functions or activities or otherwise permitted by law.

Access and correction of information

For information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected, refer to the Carinity Privacy Policy.

Overseas recipients

We do not usually send personal information out of Australia. If we do, we will take all steps that are reasonable in the circumstances to protect your personal information.

Links to other websites

Carinity website/s may contain links to other websites. These links are meant for your convenience only. Please be aware that Carinity is not responsible for the privacy practices of other websites.

Changes to the Privacy Collection Statement

The Privacy Collection Statement may be changed from time to time.

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 the Carinity Privacy Officer by any of the following:

- (i) Carinity Privacy Officer Call **07 3550 3737**
- (ii) Email **Privacy.Officer@carinity.org.au**
- (iii) Carinity Privacy Officer:
PO Box 6164 Mitchelton Qld 4053

To allow us to contact you regarding your complaint, we will require your name and either your phone number or email address.

How to contact us

If you have questions in relation to privacy or how we manage your personal information, please contact us on **07 3550 3737**.

Alternatively, you can email **Privacy.Officer@carinity.org.au**