



# Privacy Policy Statement

Thank you for choosing Boandik for the provision of care and services. To best meet your needs, we will need to request personal information. Boandik respects your right to privacy, and this document has been prepared to advise you of how we deal with the information that we collect about you. If you want to know more, please do not hesitate to ask us to discuss our privacy policy with you. The privacy policy is available on the Boandik website [www.boandik.org.au](http://www.boandik.org.au).

## ***The personal information we collect about you***

Prior to or when commencing services we will be asking questions about you to assist in the provision of services. The information we need may include but is not necessarily limited to the following:

- Your name and address details;
- Your date of birth;
- Details of your medical officer (s);
- Information with respect to your current health;
- Your medical history;
- Some financial information and health insurance details;
- Details of family members including spouse, next of kin and persons we may need to contact in an emergency;

We will only ask for information that we need to provide services to you. While you are receiving services from us, we may also be recording information about you that is necessary for us to provide services to you.

## ***How the information is used***

Any information we may collect about you is placed in a file or on a computer which is kept secure at all times. We assure you that no one who does not have a need to read your file has access to it. The information we collect is used to help in providing a service to you.

You may wish to withdraw your consent. This is your right. It may however affect the service we can provide for you.

We may need to collect some information for purposes that are not related to the reason you came to us. Some of this information may need to be provided to government agencies under particular laws or we may need to use the information ourselves for other purposes. If we do need to use information about you for any other purpose than provision of service, we will tell you and obtain your consent before we use the information for secondary purposes.

## ***Who uses the information***

Only those people who need to refer to your file will have access. This will include staff who provide care and services to you. This may include some people who are not staff of our organisation, such as medical officers and allied health staff. At times Boandik may contract services to another organisation and therefore personal information will need to be provided to the contractor. These people need the information so that we can provide appropriate services to you. The information may also be disclosed if it is required by legislation, this includes requirements under the Australian Privacy Principles and the SA Government Information Sharing Guidelines.

## ***How information is protected***

All personal information held about you will be continually supervised. Written records will be stored in locked filing cabinets or in other locked storage. Information held on computer will be password protected. We will ensure that information held in electronic form from all electronic databases is removed from such databases before the equipment leaves our control. All written information will be destroyed by burning, pulping, or shredding if it is no longer needed. Only authorised staff will have access to your records while we hold the information.

### ***My Health Record***

If you have a My Health Record, the My Health Records Act 2012 authorises health care professionals to contribute information to that record without requiring your consent. This is commonly referred to as "implied consent". While in most cases you may consent to your personal information being shared, there may be times when you do not wish some information to be uploaded to your MHR. The My Health Records Act 2012 requires that you notify us if you do not wish to have a particular record sent to your MHR. If you notify us that you do not want a record to be uploaded to your MHR, we are legally obliged under the My Health Records Act 2012 to take reasonable steps to comply with this request, which is commonly referred to as "withdrawal of consent".

### ***Access to records***

You may at any time request access to the information we hold about you. This is your right. We will not charge you for access but if you wish to have copies of your record you may be asked to pay the costs.

If you only wish to see your record this may be arranged with our staff. If you wish to have a greater degree of access, we have a form we would like you to complete so that we may retrieve your file and keep a record of your request.

You may wish to correct information held by us about you. This is your right. If you find an error in your records please advise us, in writing, of the error and we will include your advice on our records. Should the record need to be disclosed to others, your correction will be forwarded with the original record.

### ***Destruction of information***

Government legislation is that client personal information is retained for 7 years from services ceasing except for Indigenous client's information which is retained indefinitely. The personal information is then destroyed by confidential shredding of paper documentation and deletion of electronic files.

### ***Complaints about privacy***

In the event that you have any complaint about the way we deal with your privacy, please contact us first. We cannot resolve the issue unless we know about it. Please advise us if we can do better by contacting us via the contact details below.

Our contact details are:

Boandik  
101 Lake Terrace East  
MOUNT GAMBIER, South Australia, 5290  
Phone: 08 8725 7377  
Email: [livewell@boandik.org.au](mailto:livewell@boandik.org.au)

If you are not satisfied with the internal review, you can escalate your concern/complaint to one of the external agencies listed below or seek legal advice.

Aged Rights Advocacy Service  
Phone: 1800 700 600

Aged Care Quality and Safety Commission, Complaints Commissioner  
Phone: 1800 951 822

Health & Community Services Complaints Commissioner  
Phone: 1800 232 007

OPAN – Older Persons Advocacy Network  
Phone: 1800 700 600

Pamela Alde  
Chief Executive Officer