

Privacy Policy

Purpose

This policy explains how Evergreen Life Care Limited (Evergreen) collects and handles all personal and sensitive information required for the full range of operations of the Organisation.

Evergreen is committed to ensuring all personal information is protected from misuse, and stored securely. This policy outlines Evergreen's responsibilities and obligations when creating, handling and disclosing personal information.

Application

This policy applies to all personal and sensitive information collected, used, disclosed and stored by Evergreen. The policy relates to the Privacy Act 1988, and amendments from 12 March 2014.

Personal Information

Personal information is any information that could identify an individual, and includes such things as:

- The person's name and address
- Bank account details
- Photos & videos
- Criminal record
- Any information which could reasonably identify a person

Information does not have to include a person's name to be classified personal information.

Sensitive Information

Sensitive information includes:

- Racial or ethnic origin
- Medical records & health information
- Opinions, beliefs and religious affiliations
- Memberships of professional or trade associations, including Unions
- Sexual preference or practises
- Likes & dislikes
- Places of work
- Biometric & genetic information

Types of personal information collected

The types of information Evergreen may collect about you include:

- The person's name, address and contact details
- Date of Birth
- Bank account details
- Photos & videos
- Criminal record
- Medical Information
- Next of Kin details
- Qualifications relevant to position and industry

Collection of personal information

Evergreen will only collect information reasonably required for the operation and activities of the Organisation. This information will be collected from the individual, unless consent has been given to collect the information from a third party source, or it is unpractical to do so. All information will be collected through lawful and fair means. Each individual will have the option to remain anonymous during the collection of personal information, unless they are required by law or it is unpractical for the Organisation to undertake activities or deal with people who have not identified themselves.

All personal information collected and stored by Evergreen will be kept current and accurate. Individuals are able to access their personal information and make any required changes at any time, by contacting Evergreen. Requests will be processed as soon as practicable. There may be instances where an individual may be denied access to their personal information due to legal reasons. If information cannot be provided, the individual will be notified by writing as to the reasons.

Prior to the collection of any personal information, each individual will receive a consent form, outlining the information required by Evergreen, and a copy of this privacy policy.

Evergreen may be required or authorised by law to collect personal information. Examples of this could include personal information disclosed due to a court/tribunal order.

Unsolicited personal information

Unsolicited information is any personal information collected by Evergreen, which was not sought. Where unsolicited information is collected, Evergreen will determine if the information is required for any functions or activities. If not, the information will be destroyed or de-identified.

Security of personal information

Evergreen takes all reasonable steps to ensure all personal information is secure and protected from misuse, interference, loss, unauthorised access, modification or disclosure.

When personal information is no longer required by Evergreen, it will be destroyed, or de-identified.

Use of personal information

Evergreen is required to collect and use personal information for the delivery of services, including:

- The operations of all services and departments
- Financial records
- Contracts and agreements
- Employment and payroll records
- Medical information including clinical records

Marketing

Evergreen may at times use or disclose an individual's personal information for the purpose of marketing. Individuals will be able to request details of where personal information was collected, and able to "opt-out" by contacting Evergreen at any time. These requests will be undertaken as soon as practicable.

Evergreen will only provide your personal information to a third party source with an individual's prior consent.

Sharing information Overseas

Evergreen may be required to share personal information outside Australia. This could include storing information on cloud storage, and accessing it overseas.

Complaints

Individuals may make a complaint if they believe their personal information has been mishandled by Evergreen. A complaint can be submitted by contacting the Privacy Officer with the details of the breach. Evergreen will investigate and resolve all complaints as soon as practicable.

If an individual does not believe their complaint is being processed correctly, or do not see the resolution required, they may escalate the complaint by contacting Chief Executive Officer.

Breach of this policy

All workplace participants are required to comply with this Policy at all times. If an employee breaches this Policy, they may be subject to disciplinary action. In serious cases this may include termination of employment. Agents and contractors (including temporary contractors) who are found to have breached this Policy may have their contracts with Evergreen terminated or not renewed.

Questions

If an individual is unsure about any matter covered by this Policy, they should seek the assistance of the Privacy Officer or an Executive Manager.

Variations to this policy

Evergreen reserves the right to vary, replace or terminate this policy from time to time.

Consent

By freely supplying your personal and sensitive information to us, you are consenting to our use of this information in accordance with this Privacy Policy.

From time to time we may change our Privacy Policy. You can request the most recent version of our Privacy Policy to be sent to you at any time by contacting the Privacy Officer, HR Co-ordinator or Manager during normal office hours.

Privacy Officer

Name: Jennifer Collins

Location: Finance Department

Contact: (02) 4349 2335

SIGN

I give Evergreen express consent to collect and use information regarding me in accordance with their Privacy Policy set out above.

Signature:

Print name:

Date: