

# Privacy Policy

## Introduction

BlueWave Living is committed to safeguarding your privacy. This Privacy Policy outlines how BlueWave Living manages the processes and systems regarding the information it collects, records, stores and uses to provide quality care and services to aged care residents, staff and volunteers. In handling your personal information, we are bound by the Privacy Act and the National Privacy Principles.

The Privacy Act prohibits any person from accessing, using or disclosing any personal information in the possession of BlueWave Living except in the performance of their duties and in accordance with the relevant legislation.

## Open and Transparent Management of Personal Information

When collecting personal information, BlueWave Living will, where possible, indicate the purpose for the collection and use of the information and to who this information may be disclosed and how you can request access to the information.

## Purpose for Collecting Information

BlueWave Living only collects information that it needs in order to provide its services. BlueWave Living provides care and services to residents. These services are provided to permanent and respite residents requiring high and low care and some also requiring dementia specific care.

## Type of Information Requested

All information collected will be relevant and not excessive. Any information collected will not unreasonably intrude into the personal affairs of the individual.

Information collected from aged care recipients falls into two broad categories:

### **Personal, Health and Medical information**

Personal, health and medical information is collected to facilitate the effective care at BlueWave Living. Personal health and medical information is collected directly from care recipients, their relatives and other authorised personnel such as General Practitioners, Aged Care Assessment Personnel, hospitals and through observations and assessments undertaken as part of the care process. Personal health and medical information is used and disclosed solely for the purpose of providing quality aged care to the care recipients and/or to further the health and safety of the other aged care recipients at BlueWave Living.

## Financial information

Financial information is collected to enable fees and charges to be assessed in accordance with Government legislation. Financial information is collected from care recipients and their relatives, carers and from other authorised persons such as accountants, financial advisers and Centrelink. Financial information is used to calculate fees and charges and Accommodation payment amounts that are payable by care recipients.

## Use of Personal Information

The personal information collected is used for the purposes of providing, managing and administering care. This includes, but is not limited to:-

- scheduling and booking activities;
- physiotherapy and mobility needs;
- ongoing health monitoring;
- identify health risk factors;
- quality assurance and client satisfaction;
- statistical data;
- practicing effective risk management;
- complying with relevant laws and regulations;
- resolve complaints

BlueWave Living will only use or disclose staff personal information when it related directly to their employment. Staff information will be used for payroll purposes and by management as part of the employment process and for ongoing monitoring of staff performance.

Consent will be obtained from staff for gathering of any information relating to medical conditions, including immunisation status or disclosure to a third party.

## Disclosure of personal information

People will need to be identified in most situations as it is reasonably necessary to carry out the care functions efficiently. However whenever it is not necessary to identify individuals, they will be referred to in a way that they are not easily identified. In order to provide, manage and administer our services BlueWave Living may also disclose information to third parties which may include (but are not limited to) the following:-

- contractors or service providers engaged by us
- any persons acting on our behalf, including professional advisers

- government and regulatory bodies (e.g. the Department of Health)
- where disclosure is permitted or required by law
- When another organisation helps us process transactions, store data, access data or provide services to you in order for them to perform their role.

In these instances BlueWave Living will take reasonable steps to protect the privacy of all information disclosed and requires such parties to comply with any relevant privacy laws.

If we send your personal information outside of Australia we will require that the recipient of the information complies with privacy laws and contractual obligations to maintain the security of the data.

## Direct Marketing

If you request not to receive marketing material, please note that we will still contact you in relation to our on-going relationship with you. For example, we will still send you any bills, statements and notices that are relevant to the products and services provided by BlueWave Living.

## Data Quality

We will take reasonable steps to ensure that any personal information we hold about you is accurate, complete and up to date.

If you believe any information that we hold about you is incorrect, incomplete or out-of-date, please contact us. We will respond to your request within a reasonable period and will take reasonable steps to amend your records.

## Personal Information Storage and Security

BlueWave Living holds personal information in a combination of secure electronic and hard copy formats. We take all reasonable steps to ensure that any personal information held by us is protected from misuse, loss and unauthorised, modification or disclosure. Such steps include, but are not limited to:-

- secure physical storage of documents
- network and communications security measures

All personal and health Information will be kept for as long as it is required to be able to provide the intended service or to meet legal and regulatory requirements. Reasonable steps will be taken to permanently de-identify or securely destroy personal information that we no longer require for any purpose except in limited permitted circumstances. Information will be protected from unauthorised access, use or disclosure.

Government identifiers such as Medicare or tax file numbers are not used by BlueWave Living as identifiers on resident or staff personal information.

## Accessing your personal information

When personal or health information is collected reasonable steps will be taken to explain to the person from whom the information is being collected as to what information is being stored, why it is being used and any rights they have to access it. You have a right to reasonable access to any information that BlueWave Living holds about you. The National Privacy Principles outline circumstances under which we may not agree to allow you access to some or all of your personal information. If this is the case we will provide you with a reason for this decision.

We may charge for the cost of providing access to your personal information and you would be informed if such a charge applies before we proceed with your request.

## Correcting your personal information

To enable us to provide you with the best possible service, it is important that the information we hold about you is accurate. We will take reasonable steps to ensure your personal information is accurate, complete and up-to-date at the time of collecting, using or disclosing it. We will take reasonable steps to ensure that that the person is aware as to how they can see and correct their personal and health information and any consequences if they decide not to provide their information as requested.

If you believe any information we hold about you is inaccurate, incomplete or out-of-date, you should contact us. We will respond to your request within a reasonable period and take reasonable steps to amend your records.

## Your privacy online

### Online data collection and use

When you access our website, anonymous technical information may be collected about user activities on the website. This may include information such as the type of browser used to access the website and average time spent on pages.

This information is used to make choices about maintaining and improving our website and information provided. This information remains anonymous and is not linked in any way to personal identification details.

### Use of email

If you send us an e-mail we may preserve the content if we consider it necessary to do so. Any personal information contained in your e-mail, including your e-mail address may be used to assist us to provide our services.

## Notification of a Data Breach

If we become aware of unauthorised access to or loss of your Personal Information, we will promptly:

- notify you;
- investigate the cause;
- do our best to remedy any consequences;
- tell you what steps we have taken to prevent a reoccurrence;
- deal with your issue in a confidential manner
- We will follow the Office of Australian Information Commission's [Data breach notification – A guide to handling personal information security breaches](#) when handling accidental or unauthorised disclosures of personal information

## Contact Us

If you have any questions, feedback or concerns about this policy or how your information is handled by BlueWave Living, you can contact our administration office on 02 4344 2599. Office hours are Monday to Friday 9am to 4pm.

You can also contact us by fax, mail or email:

- Fax - (02) 4344 6306
- Mail – BlueWave Living PO Box 21 Woy Woy NSW 2256
- Email – [reception@bluewaveliving.org.au](mailto:reception@bluewaveliving.org.au)

If you are not happy with our response, or if you do not feel your complaint has been resolved, you are able to seek advice from the Office of Australian Information Commissioner by calling 1300 363 992.

Our business will continue to change as we introduce new services. Because of this the Privacy Policy will be reviewed on a regular basis and may be amended to reflect changes in legislation or services provided.