



PRIVACY POLICY

Berry Park Village is committed to protecting the privacy of all stakeholders including residents, prospective residents, employees and contractors and this policy outlines our ongoing obligations in respect of how we manage Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of Personal Information.

DEFINITIONS

Personal Information: Personal Information is information or an opinion that identifies an individual. Examples of Personal Information includes names, addresses, contact details, date of births, emergency contacts, photographs, employee records and sensitive information.

Sensitive Information: Sensitive information is information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

HOW DO WE COLLECT PERSONAL INFORMATION?

We collect Personal Information through our interactions with people who make enquiries about our Village, current and future employees, residents who live in our village, and contractors we engage to provide services.

Personal Information may be received through a few different methods including our website, in writing, by email, or by telephone and other forms of communication.



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WHY DO WE COLLECT PERSONAL INFORMATION?

The Personal Information we collect may vary depending on the circumstances, but in all cases, we only collect information that is relevant for the purpose of providing you with our services or dealing with your request or enquiry.

When you communicate with us about becoming a resident or the services we offer we will collect identifying and contact details such as name and address and any further information provided through correspondence with us.

If you are a resident at our village we will also collect Personal Information to enable us to deliver effective services including

- Financial details for banking and payment purposes.
- Information about your health and medical details that may be relevant to determine how we can provide you with the best support and services.
- Any information about you and your living requirements such as pets and allergies.
- Any information provided through correspondence with us.

If you are an employee, contractor, service provider or job applicant we may also collect Personal Information provided by you for the purpose of commencing a business relationship or providing services. This may include

- Employees banking, tax and superannuation details
- Educational qualifications, work history and health checks provided during an employment application
- Contact details and any personal information provided when you commence a business or service relationship with us.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it. We will ensure that any



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personal information about you is collected only from you or from other individuals or organisations you have authorised us to collect the information from.

Before using your Personal Information for a purpose, beyond what it was originally provided for, we will obtain your consent to do so.

WHEN DO WE DISCLOSE PERSONAL INFORMATION?

Your Personal Information may be disclosed for the purpose disclosed at the time of collection, or otherwise in circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

HOW DO WE SECURE PERSONAL INFORMATION?

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. We keep your information in both paper based and electronic records.

Only approved personal will have access to resident files and to any other Personal Information we hold.

We will keep your information until it is no longer needed or for the timeframe we are legally required to hold it for (7 years). When your Personal Information is no longer needed we will take reasonable steps to destroy or permanently de-identify your Personal Information.

HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION?

You may access the Personal Information we hold about you and to update and or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.



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We will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

HOW CAN YOU MAINTAIN THE QUALITY OF YOUR PERSONAL INFORMATION?

It is an important to us that your Personal Information is accurate and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy or the handling of your Personal Information please contact the Privacy Officer on details below

Katie Ambrose

Manager

100 McFarlanes Rd, Berry Park, NSW, 2321

manager@berryparkvillage.com.au

0427 526 677