Privacy Policy

1 INTRODUCTION

At Right at Home, we recognise the importance of protecting your privacy. We take privacy seriously. We attach great importance to safeguarding customer Personal Information. Our Privacy Policy outlines the commitment of Care Staff Support Australia PTY LTD (ABN 99 657 156 968) trading as "Right at Home Brisbane West" ("Right at Home" or "we", "us" or "our") to protect the privacy of our customers' Personal Information and other Personal Information we receive in the conduct of our business. We hope that you take the time to read our Privacy Policy.

We comply with all relevant privacy laws, including the requirements applicable to us under the Australian Privacy Act 1988 (Privacy Act) and relevant Australian State laws and various jurisdiction-specific privacy laws that apply to us. We also comply with the Aged Care Act 1997.

We will only collect Personal Information by lawful and fair means and will only collect Personal Information that is necessary for one or more of our functions or activities. If it is reasonable and practicable to do so, we will collect Personal Information about an individual only from that individual.

In meeting our obligations with respect to the privacy of our clients, we will acknowledge that people with vision or hearing impairments and those of culturally and linguistically diverse people may require special consideration.

2 APPLICATION OF THIS POLICY

Our Privacy Policy sets out how we look after Personal Information. It explains the kinds of Personal Information we collect and why we collect it. It also describes how we hold, use, and disclose Personal Information.

This Privacy Policy applies to all our clients regardless of where the client is located.

This Privacy Policy does not apply to websites that we do not operate. Those website owners are responsible for the privacy of the information they collect and should be contacted directly for details of their privacy policies. If we refer you to a third-party website, we are not making any representations to you regarding the privacy or security of your Personal Information when collected or held by the other website. The privacy practices applicable to others may differ substantially from ours. You should read the privacy policy of any other websites you visit before using them. We do not accept responsibility for the content or practices of websites operated by third parties that are linked from our website.

This Privacy Policy does not apply to our franchisor (Homecare Group Pty Ltd trading as Right at Home) who has their own privacy policy. See here.

This Privacy Policy also applies to job applicants but does not apply to our employees.

By using our services or by providing Personal Information to us, you agree to the terms of our Privacy Policy. When you agree to the terms of our Privacy Policy, you consent to the collection, use, storage and disclosure of that information as described in our Privacy Policy. You have a right to withdraw your consent at any time and may do so by contacting us via the details provided below.

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3 PURPOSE OF POLICY

The purpose of this policy is to:

a) Ensure Personal Information is managed in an open and transparent way;
b) Protect the privacy of Personal Information that we hold of clients, prospective clients, staff and prospective staff;
c) Provide for the fair collection and handling of Personal Information;
d) Ensure that Personal Information we collect is used and disclosed for relevant purposes only;
e) Regulate the access to and correction of Personal Information; and
f) Ensure the confidentiality of Personal Information through appropriate storage and security.

4 DEFINITIONS

4.1 What is "Personal Information"?

Personal Information is information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

4.2 What is "Sensitive Information"?

Sensitive Information includes information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record, biometric information, biometric templates, Health Information about an individual and genetic information.

4.3 What is "Health Information"

Health Information is:

a) Information or an opinion about:
   i. The health or a disability (at any time) of an individual;
   ii. An individual's expressed wishes about the future provision of health services to him or her; or
   iii. A health service provided, or to be provided, to an individual that is also Personal Information; or
b) Other Personal Information collected to provide, or in providing, a health service;
c) Other Personal Information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; or
d) Genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.

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4.4 What is an "Employee Record"?

An Employee Record is a record of Personal Information relating to the employment of the employee. Examples include the following:

a) The engagement, training, disciplining or resignation of the employee;
b) The termination of the employment of the employee;
c) The terms and conditions of employment of the employee;
d) The employee's personal and emergency contact details;
e) The employee's performance or conduct;
f) The employee's hours of employment;
g) The employee's salary or wages;
h) The employee's membership of a professional or trade association;
i) The employee's trade union membership;
j) The employee's recreation, long service, sick, personal, maternity, paternity or other leave; and
k) The employee's taxation, banking or superannuation affairs.

5 COLLECTION, USE AND DISCLOSURE

We will collect and use information about you during your relationship with us. We explain below when and how we may collect, use and disclose this information. It is important that the information we hold about you is up to date. You must let us know when the information you have provided has changed.

6 COLLECTION OF PERSONAL INFORMATION

Purpose of collection of Personal Information

We will only collect Personal Information about an individual by fair and lawful means and only if the information is necessary for one or more of our functions as an aged care provider.

We collect personal information so that we can provide products, services and information to you.

We collect Personal Information if necessary to:

a) Comply with the provisions of state or commonwealth laws;
b) Provide data to government agencies in compliance with state or commonwealth laws;
c) Determine eligibility to entitlements provided under any state or commonwealth laws;
d) Provide appropriate services and care;
e) Enable contact with a nominated person regarding a client's health status;
f) Lawfully liaise with a nominated representative and to contact family if requested or needed; and
g) For marketing and sales purposes.

What Personal Information do we collect?

If you are a client, potential client or a representative, caregiver, friend, relative or neighbour of a client, we may collect the following information about you:

- Your name

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- Your address
- Other contact details for you, such as your email address
- Your job title and position in your organisation
- Details of the products and services you acquire from us
- Information provided to us when you apply to become a client or when you purchase a product or service from us
- Information that you provide to us as part of an application process
- How you make payments to us, and how we make refunds to you, such as your banking and payment details. This could include bank account and debit or credit card details
- Information that you provide to us via our website (for example, information that you provide to us to subscribe to our newsletters)
- Information about your use of our social media content
- Records of communications and dealings with you, such as emails, SMS, telephone, live chat and in-person communications
- Location information
- Information we may collect as part of a survey, customer feedback request or a competition
- Information that you provide to us, for example, when completing an application or as evidence in respect of a complaint
- Information that we derive from the information that we hold about you, such as derived demographic information.

If you apply to work for us, we collect information such as your resume, information about your past work and study, references and police background checks.

We collect information about people who are our suppliers, business customers and business partners, or who are employed by our suppliers, business customers and business partners. The information we collect is that which we need to do business with that party. For example, if you are an employee of a supplier or business customer, we may collect information about who you work for, the location where you work, your position or job title, and employer contact details.

We collect information about people who visit our offices and attend our events. This may include photographs and video, and your signature when you sign in.

We may record and monitor telephone calls and other communications between you and us for training, quality control, verification and compliance purposes.

When you communicate with us, we may collect additional information including the languages you speak and how best to manage communications with you.

What if you do not want us to collect Personal Information about you?

Some individuals may not want to provide information to us. The information we request about clients is relevant to providing them with the care and services they need. 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 care and services you require.

Sensitive Information

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If you are a client or potential client, it is likely that we will have to collect Sensitive Information (including Health Information) about you. If we do have to collect Sensitive Information, we will do so in accordance with all relevant laws — for example, we will only collect Sensitive Information about you with your consent and where it is reasonably necessary for us to do so, or if we are otherwise allowed or required by law to collect that information. If you provide us with Sensitive Information, we will consider that you have consented to us collecting it.

How we collect Personal Information

We collect personal information in several ways, including:

- directly from you, for example, when you give it to us
- when you enter your personal details on our website or one of our forms
- from your carers, representatives, relatives, friends and neighbours
- when you complete an entry form for a competition or participate in a survey
- when you apply to work for us
- when you email, text or telephone us, engage in live chat or when you share information with us from other social applications, services and our website
- when you visit or offices or attend our events, for example, you may be photographed or captured on CCTV
- from publicly available sources of information, including third parties from whom we may acquire lists
- from third parties, such as from your co-workers using technology to deduce information about you, such as demographic information
- if you are or work for a supplier or business customer of us, or a potential supplier or business customer, as part of business dealings with you
- from background check providers, former employers, referees, and educational institutions, if you apply to work for us.

Who we collect from

Personal Information and Sensitive Information (including Health Information) may be collected:

a) From a client or prospective client;
b) From any person or organisation that assesses health status or care requirements, for example the Aged Care Assessment Team;
c) From our franchisor or another franchisee;
d) From the health practitioner of a client;
e) From other health providers or facilities;
f) From family members or significant persons of a client or prospective client;
g) From a legal advisor of a client; and
h) From a job applicant.

Our franchisor may collect Personal Information about you. Our franchisor allow us to access their databases that store Personal Information about you. We use this information for the reasons set out above, including for marketing purposes and to produce reports.

If you relocate, we may collect information about you and your relocation from another franchisee and may provide this information to another franchisee.

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7 USE AND DISCLOSURE OF PERSONAL INFORMATION

We may use and disclose your personal information for the following purposes:

- to provide care and assistance to you
- to provide our products and services to you
- to identify you and to assist you to obtain and use our products and services
- to consider whether to recommend products and services to you
- to provide you with information regarding the best ways to use our products and services
- to measure or understand the effectiveness of our marketing and advertising
- to administer and manage our website
- to help us decide how we can improve our products and services
- to provide you with information that we think may be of interest to you
- provide you with relevant and timely marketing and advertising
- to complete transactions with you
- to respond to inquiries from you
- to provide you with support
- to have language translations undertaken
- to send you our newsletters
- to create reports for our management and head office
- to ensure that you comply with all relevant laws and your contractual obligations to us
- to process payments
- to review your dealings with us, including the products and services you use, your potential needs, and new products that might be of interest to you or other customers
- to improve our website, our products, our services and our customer service
- to administer surveys, contests and promotional activities or events sponsored or managed by us or our business partners
- to carry out consumer, market, community and product research, compile demographics, to analyse data and to deduce information
- for security purposes, including to perform functions that we believe are necessary to protect the security and proper functioning of our website
- to respond to complaints
- to comply with our legal and regulatory obligations, resolve disputes, and enforce agreements
- to comply with the provisions of Commonwealth or State laws
- to provide data to government agencies in compliance relevant laws
- to determine eligibility to entitlements provided under any Commonwealth or State laws
- to enable contact with a nominated person regarding a client's health status
- to liaise with a nominated representative and to contact family if requested or needed
- to investigate or pursue a legal claim
- to protect and defend our rights and property
- to make special offers related to our products and services
- to contact you from time to time about new products, services or offers
- to gain an understanding of your needs to provide you with or to recommend to you better and more personalised products tailored to your requirements
- to promote and market our products and services and the products and services of others
- to provide you with relevant and timely information and advertising
- to assist in the enforcement of laws
- to report to our directors and shareholders

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- to maintain and update our records, which may include contact and billing records
- ensure our internal business operations are running smoothly which may include fulfilling legal requirements and conducting confidential systems maintenance and testing
- to determine whether to hire you to work for us
- to conduct appropriate audits and checks
- to monitor and detect possible fraud or breaches of agreements
- as otherwise required or authorised by law.

We may also use personal information for purposes as would be reasonably expected by you in connection with those activities described above.

Our Head Office - Homecare Group

Our head office is operated by Homecare Group Pty Ltd, trading as Right at Home. This is our franchisor.

We provide Personal Information about you our Homecare Group. Homecare Group may also use this information to market Right at Home services to you, including on our behalf.

Electronic Databases

We store Personal Information (including Sensitive Information and Health Information) that we have collected in electronic databases and systems operated by us or by our franchisor (or by vendors of us or our franchisor). Those electronic databases and systems are accessible to our related entities, affiliated organisations and any head franchising or licensor entity with which we are associated. This includes Homecare Group Pty Ltd.

Disclosure

We only disclose Personal Information for a purpose for which it was collected, or for a secondary purpose in circumstances permitted by law. This includes where you consent to us disclosing your personal information. You can give us your consent expressly or your consent may be implied.

We may disclose Health Information about you to your support person or representative as permitted by law or where you consent to such disclosure.

In addition to that set out above, we may disclose your Personal Information:

- to any organisation where you request us to do so
- to your employer where your employer is our customer
- to our auditors
- to insurance companies
- to a court or tribunal
- to anyone who acquires or is considering acquiring our assets or business (or part of it)
- to a person who serves us with a subpoena or other legal document requiring us by law to disclose information or documents about you to them
- to our consultants, contractors, subcontractors, suppliers, service providers and professional advisors, who assist us in operating our business, for example to IT and cloud service providers, payment service providers, companies that provide identification verification services, customer analytics providers, marketing service providers, accounting service providers, website operators, mail house

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operators, CRM providers, collection services, banks, investigators, and organisations that we engage to deal with you on our behalf, and we only allow such third parties to process your personal information for specific purposes and in accordance with our instructions
- to government agencies, regulators and law enforcement bodies
- to other organisations where necessary or reasonable to do so in relation to the operation of our business.

Data used and stored by us is primarily stored or hosted in Australia. However, the service providers we engage may use international data centres and disaster recovery sites.

The Australian Privacy Principles require that we take reasonable steps, dependent on the circumstances, to ensure that the overseas service provider to whom personal information is disclosed do not breach Australian privacy laws (the "Requirement"). When you provide us with your personal information you consent to the disclosure of your information to an overseas provider. Your consent to this disclosure means that the Requirement does not apply, and we will not be held accountable under the Australian Privacy Act for any breaches of the Australian Privacy Act by the overseas provider.

8 ACCESS

You can request access at any time to Personal Information we hold about you by using the contact details below for the Privacy Officer.

We will process your request within a reasonable time, usually 21 days for a straightforward request. More time may be needed, depending on the nature of the request. There is no fee for requesting access to your Personal Information; however, we may charge you the reasonable cost of processing your request. If a fee applies, we will advise you before we provide access. Sometimes we are not required to provide you with access – for example, if the law says we can deny access.

If there is a reason for not granting you access to any of your Personal Information, we will provide you with a written explanation of the reasons for the refusal (unless unreasonable to do so) and inform you of the mechanisms to complain about the refusal.

We may also need to verify your identity when you request your Personal Information.

9 PERSONAL INFORMATION QUALITY

We try to ensure that all information we hold about you which we hold about you is accurate, complete and up-to-date. You must promptly notify us if there are any changes to your Personal Information.

10 CORRECTION

You may ask us at any time to correct Personal Information held by us about you, which you believe is incorrect or out of date. We will deal with your request within a reasonable time.

If you would like to make an update or correction to any Personal Information we hold about you, please let us know by sending an email to privacy.bw@rightathome.com.au. If there is a reason for not making a correction to

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any Personal Information, we will provide you with a written explanation of the reasons for the refusal (unless unreasonable to do so) and inform you of the mechanisms to complain about the refusal.

We may also need to verify your identity when you request an update or correction to your Personal Information.

You may choose to interact with us anonymously or using pseudonyms (for example if you have questions general in nature). However, you are required to provide true and accurate details when requesting the supply of services. You agree to provide accurate information if so required.

11 DIRECT MARKETING AND OPT-OUT

If you have subscribed to our newsletters, we will email you our newsletters unless you unsubscribe or opt-out. If you have provided us with your email address, purchased a service, or subscribed to our newsletters, we may send you information from time to time that we think is relevant to you and your interests. Should you not wish to receive communications of this nature from us, you may unsubscribe or opt-out:

- by following the link or instructions in the communication
- by contacting us at privacy.bw@rightathome.com.au to update your communication preferences

If you unsubscribe from marketing communications, this will not stop you receiving service-related communications from us if we are otherwise legally entitled to send them to you.

We will not charge you for giving effect to your opt-out request and will take all reasonable steps to meet your request at the earliest possible opportunity.

12 SECURITY AND STORAGE OF PERSONAL INFORMATION

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. We provide a robust level of security when you use our website, products and services, or when you sign in as a visitor to our office. We have physical, electronic and procedural safeguards to protect personal information which is held by us.

We may store personal information in a variety of formats, including electronic or paper formats.

We allow access to your personal information only to those employees and partners who have a business need to know such information.

Although due care is taken, we cannot guarantee the security of information provided to us via electronic means or stored electronically. No security measures are perfect, and we cannot promise to be able to withstand security threats in all circumstances.

Personal information is only retained for as long as is necessary or as required by law.

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We use secure methods to destroy or de-identify any personal information, provided the information is no longer needed by us for any purpose and doing so is not prohibited by law.

You may make a request to us in writing to remove or delete your personal information and, where permitted, we will do so in accordance with all relevant laws.

We have procedures in place to deal with any suspected notifiable data breach and will notify you and any applicable regulator of a breach if we are legally required to do so.

Our security measures include:

a) Training our staff on their obligations with respect to your Personal Information;
b) Use of passwords when accessing our data storage system;
c) The use of firewalls and virus scanning tools to protect against unauthorised interference and access;

13 SERVICE PROVIDERS

We use third party service providers to collect information about you on our behalf and on behalf of our franchisor, including for marketing purposes, to store personal information about you, and to use your personal information on our behalf and on behalf of our franchisor as described in this Privacy Policy.

14 AMENDMENT OF THIS POLICY

We regularly review this Privacy Policy and our privacy practices.

We may amend this policy from time to time. If we do, we will update the Privacy Policy on our website. The changes will come into effect immediately upon notification on our website. If the changes are significant and relevant to our clients, we will aim to provide clients with an email notification of the changes. You should check our website from time to time to understand how the current version of our Privacy Policy applies to you.

15 CONTACT DETAILS AND COMPLAINTS

We are a customer service-oriented business. Therefore, if you have a complaint about privacy related issues, please contact us. We can be contacted at the details provided below.

Following receipt of your complaint, we will investigate and respond to you within a reasonable period.

For further information, or if you would like to make a complaint about our use, handling or disclosure of your Personal Information, please contact our Privacy Officer or refer your complaints in writing to privacy.bw@rightathome.com.au

If you are not satisfied with our response, you may also contact the relevant regulator such as the Australian Information Commissioner. As at the date of this Privacy Policy, the contact details are as follows:

Office of the Australian Information Commissioner

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GPO Box 5218

Sydney NSW 2001

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Online: https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint

If you would like more information about the Privacy Act or Australian privacy requirements in general, please visit the Office of the Information Commissioner's website at www.oaic.gov.au.

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