

# R M. BEGG KYNETON AGED CARE INC

## PRIVACY POLICY

Our organisation is committed to respecting the privacy of your personal information. It is bound by a set of National Privacy Principles and Victorian Health Privacy Principles that establish the benchmark for how personal information should be handled. These principles have been embraced by R M Begg Kyneton Aged Care Inc as part of standard operational procedures.

What this means is that all personal information that enters R M Begg Kyneton Aged Care Inc is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times.

Our organisation holds contact information about its clients, including date of birth, next of kin information and medical records. It also holds limited financial information. Most information is collected on admission and updated on a regular basis.

Personal information is collected from individuals and “others” on their behalf. “Others” include family members, representatives and health professionals. All information to be current and relevant to the intended use, at the time of collection.

Personal information may be stored electronically and accessed only by relevant staff with access permission (from management). Information is stored on a secure server and can only be accessed by wifi using secure password.

Personal information may be stored in hard copy format. This is kept in locked offices, when not in use by staff with relevant access permission (from management).

The main purpose for which our organisation holds this information is to process applications for residency, to assess the level of medical care appropriate to the client’s needs and to make decisions about the level of funding that a client will be entitled to receive. Other purposes include Advance Care Planning & relevant contact details for families and representatives.

Our organisation may, from time to time disclose some of this personal information to the Governments or their agencies. This will be done in accordance with the provisions of the *Aged Care Act* or other relevant law, and will be done for the purpose of informing decisions about funding and medical care. The Government is also subject to laws dealing with privacy and have their own policies that are designed to safeguard your personal information.

Disclosure is usually confined to staff or visiting health professionals within the facility. Information required by external recipients will be sent under the following circumstances.

- Hard copy information will be contained in a confidential wallet and to be in the possession of the individual or representative.
- Personal information provided by the means of fax or other electronic means will be kept to a minimum, on a “need to know” basis. All faxes and electronic communications will be sent under RM Begg cover notation which stipulates process required of recipient if message is sent in error.
- No electronic information is accessed off site except in an emergency situation such as evacuation.

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No personal information will be disclosed to overseas recipients without the knowledge and permission of the individual and/ or representative. Method of information transfer will be approved by the individual and/or representative.

The consequences of personal information not being collected are-

- Medical decisions & treatments determined may not be based on full and accurate information and may be detrimental to the individual's health.
- Financial assessments and charges may not fully reflect the individual's financial situation and be detrimental to their financial situation.
- The individual's care and lifestyle experience may not be in accordance with their personal preferences and wishes.

If you are concerned that our organisation may have handled your personal information inappropriately, please contact our CEO on (03) 54213600. All complaints are taken seriously and we will endeavour to deal with them promptly. In some cases, we may require that you put your complaint in writing.

If you would like to know more about our privacy practices, including your right to request access to any personal information held by our organisation, please contact our Privacy Officer (CEO), on the above number.

It is the policy of our organisation that all requests for access be made in writing. Our CEO will arrange for an access form to be sent to you and can assist with any enquiries you may have about the process.

Our organisation will respond to all requests for access within 45 days and, in most cases, will be able to respond well before that time.

Name of Organisation	:	R M. Begg Kyneton Aged Care Inc
Address	:	27 – 35 Epping Street, Kyneton, 3444
Postal Address	:	PO Box 109, Kyneton, 3444
Phone	:	(03) 54 213 600
Fax	:	(03) 54 213 670
Email Address	:	admin@raymbegg.org.au