

1. Protecting Your Privacy

Lutheran Aged Care Albury is committed to protecting your privacy and to ensuring we can provide you with the best possible care and services. We are bound by the *Privacy Act 1988* (Cth) (the **Privacy Act**) and the Australian Privacy Principles.

This Privacy Collection Statement should be read in conjunction with our Privacy Policy which contains detailed information on how we protect your privacy, including the way in which we may collect, use and disclose your information.

A copy of our Privacy Policy is available on our website. We will provide a copy of our Privacy Policy to you when you are admitted to our facility or before we start providing services to you.

2. Collection of Information

We collect personal information about individuals directly from the individual or their legal personal representative. We will only collect information for a purpose that relates directly to our functions and activities as a registered provider of aged care. We understand that you may not want to provide information to us. The information we request of you is relevant to providing you with the care and services you 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 need.

For more detailed information, please refer to our Privacy Policy.

3. Use and Disclosure

We will use and disclose your personal information only for the purpose for which it was collected or for any other purpose that is otherwise directly related to our functions or activities as an aged care provider or otherwise permitted at law. The types of entities we commonly disclose to are:

- Third party service providers
- Government entities
- Healthcare providers.

Please refer to our Privacy Policy for more detailed information.

4. Access and Correction of Information

Our Privacy Policy also contains detailed information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected.

5. Overseas Recipients

We will not disclose your information to overseas recipients. If we do, we will take all steps that are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

6. Making a Complaint

If you wish to make a complaint about the way we have managed your personal information you may make that complaint verbally or in writing by setting out the details of your complaint to any of the following:

<p>Use our portal</p> <p>Scan the code below to submit your feedback</p>	<p>Talk to us in person</p> <p>Speak to the any of our staff or the manager in your area</p>	<p>Talk to us by phone</p> <p>Call us on 02 60604000 and ask to speak with the manager on site</p>	<p>Use a feedback form</p> <p>Complete a form and drop it in the feedback box at any of our locations</p>	<p>Send us a letter</p> <p>Addressed to: The Facility Manager; or The Home Care Services Manager</p> <p>at 10 Somerset Drive Albury NSW 2640</p>	<p>Send us an email</p> <p>Addressed to: The Facility Manager; or The Home Care Services Manager</p> <p>at info@lacialbury.com</p>

(i) **Aged Care Safety and Quality Commission**

Online: at <https://www.agedcarequality.gov.au/>

By phone on 1800 951 822

(ii) **Office of Australian Information Commissioner**

Online: At <https://www.oaic.gov.au/privacy/privacy-complaints>

By phone on 1300 363 992

7. How to contact us:

If you have any questions in relation to privacy or how we manage your personal information, please contact us on 02 6060 4000. Alternatively, you can e-mail: info@lacialbury.com

8. Consent

I have read this Privacy Collection Statement.

I _____ give permission for Lutheran Aged Care Albury to collect, store and disclose information as per the Privacy Policy.

Signature: _____

Date: _____

Representative: _____

Date: _____

Witness: _____

Date: _____