

Who has access to my information?

Staff or contractors who are directly involved in providing care and services will have access to your information.

Some information may also be provided to government agencies where particular legislation requires its collection, or for management, research and statistical analysis.

How can I access my records?

You (or the person nominated to act on your behalf) can request access to your information at any time. Requests are made in writing by submitting a *Request for information* form.

You will not be charged to access your records, but you may be charged a fee for printed copies.

How do I update my records?

If your personal information changes e.g., change of details for next of kin, please let us know and we will update your records.

Helping Hand has a *Privacy policy* which outlines your rights, and our responsibilities, regarding privacy and confidentiality.

The *Privacy policy* is available from the website:
www.helpinghand.org.au/policy-and-position-statements

For more information contact:

Privacy Officer

privacy@helpinghand.org.au
1300 653 600

Head office

PO Box 66
North Adelaide SA 5006

Helping Hand complies with the *Privacy Act 1988* and the *Private Amendment (Enhancing Privacy Protection) Act 2012*.


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Helping Hand
new aged care

Protecting your privacy and confidentiality




Helping Hand
new aged care



Helping Hand understands the importance of protecting your personal information. We are committed to the rights of our clients, residents and families, in relation to how we collect and manage confidential personal information.

When you first join Helping Hand, we are required to collect and record your personal information. At this time, you will also be asked to sign our *Privacy consent form*. We will ensure that you understand why we collect information and how we will use it. In this brochure we share some frequently asked questions about how your personal information is managed by Helping Hand.



How is my information protected?

All printed records are stored in secured areas. Our electronic records are protected with enhanced cybersecurity technology.

Printed records will be destroyed, and electronic data erased, after the legal obligation to retain this information expires.

What happens when someone can't give consent?

In this scenario, a third party is nominated to provide information.

This person must be at least 18 years of age and could be:

- a child or sibling
- a spouse or de facto partner
- a relative with Enduring Power of Attorney
- a person nominated by the individual.

Information provided by a third party is subject to the same level of confidentiality as set out in Helping Hand's *Privacy policy*.



What are my rights?

Please talk to us if you are unhappy about how we have managed your personal information. We will do our best to resolve the issue to your satisfaction.

If you feel the issue has not been resolved after speaking to us, you have the right to contact the Office of the Australian Information Commissioner (OAIC) for further advice.

Office of the Australian Information Commissioner:

1300 363 992

www.oaic.gov.au

