

Privacy and Confidentiality Policy

Student Information Sheet

Helping Hand Aged Care Inc is pleased to provide students with opportunities to participate in the provision of services for older people. So that we can provide you with a valuable learning experience, we will need to obtain information from you that may be of a personal nature. We respect your right to privacy so this document has been written to advise you of how we deal with your information once we have received it. If you want to know more, please ask us to discuss our Privacy Policy with you.

What information is collected about me during the student placement process?

The information we collect about you may include, but is not necessarily limited to the following:

- / Your name, address and contact details
- / Education, study results and qualifications
- / Information with respect to your current health
- / Your police record
- / Assessments of the learning outcomes required during your placement
- / Specific issues that may have arisen during your placement, the process and outcomes of how they were dealt with

Who has access to the information collected about me?

Any information provided to us is kept secure at all times. We will ensure that only those people from Helping Hand and your training provider involved directly in your student experience will have access to it. We will not provide your information to any other third party unless we have your consent. You will be offered the opportunity to have your details transferred to Helping Hand's Human Resources for possible consideration of recruitment on successful completion of your placement.

Do I have access to the information collected about me?

You have the right to request access to the information Helping Hand has collected about you.

What happens to my information after completing my placement?

When your student placement is completed we will retain your records for a period of 2 years or other time as agreed with you. You will need to provide new information should you apply for any future student placements after this time has elapsed.

What if I have a complaint?

In the event that you have any complaint about the way we deal with privacy issues, please contact us. If we cannot resolve the issue to your satisfaction, you have the right to contact the Office of the Australian Information Commission to address the issue.

Our contact details are:

Privacy Officer / Helping Hand Aged Care Inc
184 Glynburn Road, Tranmere SA 5073
Ph: 1300 653 600
Fax: 8366 5401
Email: info@helpinghand.org.au
Web: www.helpinghand.org.au

