

PRIVACY AND CONFIDENTIALITY POLICY



Plain English Version

Your privacy is important to us. Below is a 'plain English' version of how ADSSI Limited (ACN 119 632 825) trading as Adssi In-home Support, Beresfield Community Care, Dungog and District Neighbourcare and Maitland Community Care Services, handles your personal information.

There is legislation to protect your privacy and how your personal information is managed. This policy explains how we handle your personal information to ensure we meet the requirements of the current Privacy Act.

Definitions:

What is Personal Information?

Your personal information is any information or opinion that can be linked to you. This is whether the information is true or not or whether the information is written down anywhere. Examples of personal information include your name, address and date of birth.

What is Sensitive Information?

Sensitive information is a type of Personal Information. It may include information about your religious beliefs, racial or ethnic origin, or health.

Why do we collect personal information?

We collect personal information to deliver service to you efficiently and effectively.

What kinds of personal information do we collect?

We only collect personal information that is necessary for us to perform our functions. The information depends on the services provided and will be collected before and during the provision of services. Some examples may include name, address and other contact details; date of birth; health details; financial circumstances and living arrangements.

Who does ADSSI collect personal information from?

Generally, we collect information directly from the relevant person, you. Sometimes though, we may need to collect information about you from a parent, carer, guardian or health provider. However, we will ask for your consent before doing so.

What if you don't provide us with your personal information?

Unfortunately, if you choose not to provide certain personal information to us, we may not be able to provide you with the services you need or be able to communicate with you.

Can I use a pseudonym or remain anonymous?

As above, if you do not wish to provide this personal information to us, then we may not be able to provide you with the services you require or communicate with you.

How do we use and disclose your personal information?

We use your personal information to provide, manage and administer our services to you. As part of these processes, we may need to provide your personal information to other agencies that provide services on our behalf. However, we will not share your personal information with third parties without your consent. We will also not be sending any of your information overseas.

Offshore data transfers

We will not store your personal information offshore or send it to any overseas recipient.

How does ADSSI store your personal information, and for how long?

We will take reasonable steps to ensure your personal information is stored securely and protected. This includes a range of systems and communication security measures and the secure storage of hard copy documents. In addition, access to your personal information will be restricted to those properly authorised to have access. We keep your personal information for as long as we need it to provide you with the services you request from us and to comply with legal requirements.

We will take reasonable steps to destroy or de-identify the data securely if we no longer require your personal information for any purpose, including legal purposes.

Accessing and correcting your personal information

Generally, you have the right to access the personal information we have about you. To request access to your personal information, please contact our Quality Manager in writing using the contact details at the end of this privacy policy.

If you think that your personal information held by us is inaccurate, incomplete or out of date, please get in touch with our Quality Manager, and we will correct that information.

Direct marketing communications

We will not use your personal information for direct marketing unless we have your consent.

Online Data collection

We also collect anonymous data that our website uses to analyse trends, administer the website, diagnose problems on-site servers, track user movement, and gather broad demographic information to help improve the quality of the web pages. Such data may include your domain name or your IP address. None of this information can reasonably be used to identify you.

Your feedback, questions or complaints

If you have any questions, feedback or concerns about this policy or how your information is handled, you can contact us during business hours on 1300 578 478 (Tuggerah), 1300 376 175 (Maitland), 1300 739 844 (Beresfield), 02 4992 3348 (Dungog) or via this website through the contact us page.

Alternately you may send us a letter to:

ADSSI Limited
3A Pioneer Avenue
Tuggerah NSW 2259

You may complain about our handling of your personal information, including if you think we have breached the Privacy Act, by contacting our Privacy Officer by post or email. We will generally acknowledge your request within 14 days, respond within 30 days after your request is made, or let you know the following steps to resolve your complaint.

If you are not happy with our response, or if you do not feel your complaint has been resolved, you can seek advice from the Office of the Australian Information Commissioner by calling 1300 363 992.

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