PRIVACY POLICY (WEBSITE)

Policy Statement

Your privacy is important to us. There is legislation in place to protect your privacy and how your personal information is managed. This policy is a 'plain English' version of how your personal information is handled by ADSSI Limited trading as Adssi In-home Support, Beresfield Community Care, Dungog and District Neighbourhood Care and Maitland Community Care Services.

Policy Details

What is Personal Information?

Your personal information is any kind of 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 or not. 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 your health.

Why do we collect personal information?

We collect personal information so that we can deliver services 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. Some examples may include name, address, and other contact details, as well as date of birth, health details, financial circumstances, and living arrangements. The information will depend on the type of service to be provided and will be collected from you before and during the provision of services.

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 any of your personal information with third parties without your consent.

Offshore data transfers

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

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

We will take all reasonable steps to ensure that your personal information is stored securely and is protected. This includes a range of systems and communication security measures, as well as 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.

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

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 Director of Business Services 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 contact our Director of Business Services and we will correct that information.

Direct marketing communications

We will not use your personal information for the purpose of direct marketing unless we have received your consent to do so. If you provide consent, we will share our client communication email with you on a regular basis.

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 using the contact details below:

Adssi In-home Support

1300 578 478

3A Pioneer Ave Tuggerah NSW 2259

Contact Us form

Beresfield Community Care

(02) 4964 1131

10/16 Huntingdale Dr Thornton NSW 2322

Contact Us form

Dungog & District Neighbourcare

(02) 4992 3348

62 Hospital Rd Dungog NSW 2420

Contact Us form

Maitland Community Care Services

(02) 4932 5755

Unit 3-6/27 John St Telarah NSW 2320

Contact Us form

You may make a complaint about our handling of your personal information, including if you think we have breached the Privacy Act, by contacting our Director of Business Services by post or email. Most complaints can be addressed immediately. But for more complex issues we may need to conduct an investigation. The target for finalising complaints is 30 days from day of receipt. We will be in contact with you throughout the resolution process.

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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