



KompleteCare

Community and Home Care Services

Privacy Policy

What you will find in this brochure:

The following is a summary of the Thirteen Australian Privacy Principles (AAPs). The complete set of APPs (and what people and organisations have to do to comply with them-the rules) can be found on the internet at oaic.gov.au

APP 1- Open and Transparent Management of Personal Information

KompleteCare will ensure that it manages your personal information in an open and transparent way.

APP 2- Anonymity and Pseudonymise

Where practicable KompleteCare will provide you with the option of dealing anonymously or through the use of a pseudonym.

APP 3- Collection of Solicited Personal Information

KompleteCare will abide by the rules about when and how it can collect solicited personal information. KompleteCare solicits personal information if it explicitly requests another agency to provide personal information, or takes active steps to collect personal information.

APP 4- Dealing with Unsolicited Information

KompleteCare will abide by the rules about what it must do if it receives personal information that we did not solicit, that is, where we receive personal information that we did not take any active steps to collect.

APP 5- Notification of the Collection of Personal Information

Where KompleteCare collects personal information about you, we will take responsible steps to notify you of certain matters set out in APP 5.2 or to otherwise ensure that you are made aware of those matters. The notification will occur at or before the time of collection, or as soon as practicable afterwards.

APP 6- Use or Disclosure of Personal Information

KompleteCare will follow the rules about when and where we may use or disclose your personal information. KompleteCare will only use or disclose personal information for the particular purpose for which it was collected ("known as the primary resource") or for a secondary purpose if an exemption applies. This is explained at the time of consent.

APP 7- Direct Marketing

KompleteCare will not use or disclose your personal information for the purpose of direct marketing unless an approved exception applies.

APP 8- Cross-border Disclosure of Personal Information

KompleteCare will only disclose your personal information to an overseas recipient under the conditions imposed upon it by the Act.

APP 9- Adoption, Use or Disclosure of Government Related Identifiers

KompleteCare will restrict its adoption, use or disclosure of government related identifiers. It should be noted that you can not consent to the adoption, use or disclosure of a government related identifier, such as one used by Centrelink etc.

APP 10- Quality of Personal Information

KompleteCare will take reasonable steps to ensure that: The personal information it collects and/or discloses is accurate, up to date and complete; having regard to the purpose of the use or disclosure.

APP 11- Security of Personal Information

KompleteCare will meet its obligations relating to the protection, accessing and destruction of your personal information that we hold and will take reasonable steps to protect your personal information from misuse, interference and loss. As well as unauthorized access, modification or disclosure. Where KompleteCare no longer needs your personal information for any purpose for which the information may be used or disclosed under the Australian Privacy Principles, we will take reasonable steps to destroy the information or ensure that the information is de-identified unless the information is part of a Commonwealth record, or we are required by law or a court/tribunal order to retain the information.

APP 12- Access to Personal Information

KompleteCare will take reasonable steps to correct the personal information it holds about you if we are satisfied that, the information is inaccurate, out of date, incomplete, irrelevant or misleading; or, if you request us to correct the information. In such circumstances, we will consider the purpose for which the information is being held. In providing services, KompleteCare will need to collect personal information from you. Personal information is information from which an individual can be identified or whose identity could reasonably be ascertained.

KompleteCare staff are:

KompleteCare staff are trained in each service area and handle the receipt and management of the privacy process in conjunction with Case Managers and the Senior Operations Manager (if needed).

At KompleteCare we aim to promote greater openness regarding the handling of your personal and sensitive information. As such, all records and information management, including the collection of personal information is undertaken by KompleteCare following the guidelines set by the thirteen Australian Privacy Principles.

KompleteCare supports and complies with the information sharing guidelines for promoting safety and wellbeing (ISGombudsman.sa.gov.au/isg)

The Privacy Policy covers:

Clients of KompleteCare can access their personal information, request a change to be made or report any privacy breach, in-person to a KompleteCare staff member or via correspondence to our **Community Liaison Officer**.

In either case, the appropriate person will investigate and record the request and undertake any follow up that is required.

Accessing your information, reporting changes and lodging a complaint or to request a full copy of the **Privacy Policy, Procedures and Guidelines** or for any further information, please contact:

The Community Liaison Officer: Suite 5/977 North East Road, MODBURY, SA, 5092. Phone- 08 8265 5696. Fax- 08 8164 1884. Email- admin@kompletecare.com

