

Policy

It is the policy of LHI Retirement Services that the Chief Executive Officer is accountable to the Board of Management for the day-to-day oversight of information management, including the collection, access, correction, storage, use and disclosure of Personal Information¹ in accordance with the Australian's Privacy Principles (APPs) 2014.

The General Managers, Residential Care Homes, are LHI's "Privacy Officers" and will oversee the collection, access, correction, storage, use and disclosure of Personal Information and may seek advice from such professionals as are deemed appropriate including specialist consultants, legal counsel and/or other persons qualified to assist in privacy issues.

All LHI Managers are responsible for informing and advising Residents, clients and staff on issues related to the Privacy Principles and to ensure that appropriate consent (processes and procedures) are always undertaken to ensure Resident's privacy. All LHI staff are responsible and accountable for ensuring that Privacy Principles are complied with.

Objectives

The objectives of the Privacy Policy are to ensure that:

- The only Personal Information to be obtained is that information required by LHI for the purpose of effectively and properly providing services to Residents or clients.
- Where possible, Personal Information is to be obtained directly from the person concerned
- Personal information is to be obtained lawfully, fairly and openly and with consent.
- The person from whom Personal Information is to be obtained is to be given the reason for the information being requested, advised of any law requiring the collection of the information, and any secondary purpose for which it is required.
- All persons, from whom Personal Information is obtained, must be informed of LHI's identity and how to convey concerns they may have on privacy matters, including their rights and how to access personal information held about them.
- There is no unauthorised use or disclosure of Personal Information.
- LHI will make every effort to ensure that all of the personal information held by LHI is kept secure.

¹ Personal Information: means information or opinion (including information or opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. (Section 6 Privacy Principles).