



MURRAY BRIDGE LUTHERAN HOMES INC Form A

PRIVACY POLICY STATEMENT

You have chosen to attend upon us for the provision of services. In order that we may properly attend to your needs we will need to request information from you that may be of a personal nature. This organisation respects your right to privacy and this document has been prepared to advise you of how we deal with information which we collect about you. If you want to know more please do not hesitate to ask us to discuss our Privacy Policy with you.

What information about you do we collect?

Prior to or at the time of your admission we will be asking questions about you to assist in the provision of our services to you. The information we need may include but is not necessarily limited to the following:

- Your name and address details;
- Your date of birth;
- Details of your medical practitioner(s);
- Information with respect to your current health;
- Some financial information
- Details of family members including spouse, next of kin and persons we may need to contact in an emergency;

We will only ask for information that we need to provide services to you.

While you are receiving services from us we may also be recording information about you that is necessary for us to provide services to you.

What do we do with the information we collect?

Any information we may collect about you is placed on a file that is kept secure at all times. We endeavour to ensure that no one who does not have a need to read your file gets access to it. The information we collect is used to help us in providing a service to you.

We may need to collect some information for purposes that are not related to the reason you came to us. Some of this information may need to be provided to government agencies under particular laws or we may need to use the information ourselves for other purposes. If we do need to use information about you for any other purpose than you have come to us for, we will tell you and obtain your consent before we use the information for these secondary purposes.

Who has access to the information collected?

Only those people who need to refer to your file will have access. This will include staff who attend on you. Staff and others who may from time to time need to refer to your file to assist in providing services to you. This may include some people who are not staff of our organisation but whom it is necessary for us to discuss your case in order to properly provide a service to you.

How is information about me protected?

All personal information held about you will be continually supervised. Written records will be stored in locked filing cabinets or in other locked storage. Information held on computer will be password protected. We will undertake to ensure that information held in electronic form from all electronic data bases is removed from such data bases before the equipment leaves our control. All written information will be destroyed by burning, pulping or shredding if it is no longer needed. Only authorised staff will have access to your records while we hold the information.

Can I access to my records?

You may at any time request access to information we hold about you. That is your right. We will not charge you for access but if you wish to have copies of your record you may be requested to pay the costs in obtaining such copies.

If you only wish to see your record this may be arranged with our staff. If you wish to have a greater degree of access we have a form we would like you to complete so that we may retrieve your file and keep a record of your request.

You may wish to correct information held by us about you. That is your right. If you find an error in your records please advise us, in writing, of the error and we will include your advice on our records. Should the record need to be disclosed to others your correction will be forwarded with the original record.

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 first. If we cannot resolve the issue you do have a right to contact the Privacy Commission to address the issue. We hope that you will have no complaint with us but please advise us if we can do better.

If you wish to know more about how we deal with Privacy Issues ask to see our Privacy Policy. It is available for you to read at your request.

Our contact details are:

**Murray Bridge Lutheran Homes Inc
51 Owl Drive,
MURRAY BRIDGE SA 5253**

Telephone: 08 85324260

Fax: 08 85324210

E-Mail: mblhomes@internode.on.net

**Signed: Delton Schiller
CEO**

PRIVACY POLICY- CONSENT AND CLIENT INFORMATION FORM Form C

I consent to Murray Bridge Lutheran Homes Inc collecting Personal Information about me. I understand that the purpose of the collection of this information required for use in provide services to me.

I understand Murray Bridge Lutheran Homes Inc may use the information for purposes related to their services and may disclose information to other persons such as specialist medical practitioners or organisations which require the information to provide services directly related to the service I am receiving. I have no objection to this.

I do not wish the following persons to have information disclosed to them.

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I consent to my birthday being published in the Village Newsletter **5**

I consent to my Unit number being issued to visitors at the discretion of the staff **5**

I do not consent to information about me being used for any **Secondary Purpose.** **5**

I do consent to information about Murray Bridge Lutheran Homes Inc services/products/fund raising activities etc. being sent to me. **5**

I have signed this consent after:

- (a) A member of Murray Bridge Lutheran Homes Inc staff has fully explained to me of the need for information about me to be collected, the nature of that information the purposes for which it will be used and how it will be protected;
- (b) The secondary purposes referred to above have been explained to me;
- (c) I have been given the opportunity to read the Privacy Policy;
- (d) I have had explained to me my rights to verify information held about me and my rights to access that information;
- (e) I believe that I fully understand my rights to privacy in respect of information collected, used and disclosed about me and my rights of access to that information.

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Signature of Client

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Staff Member

Dated:.....

