

# APPLIED AGED CARE SOLUTIONS PTY LTD

## COLLECTION NOTICE

This Collection Notice sets out the matters described in Australian Privacy Principle (**APP**) 5.2 (as part of the *Privacy Act 1988 (Cth)*) as they relate to Applied Aged Care Solutions Pty Ltd ABN 46 083 264 359 (**AACS, we, us, our**) when AACS collects personal information about you.

### 1 Purpose of Collection

As applicable, we collect and hold your personal information for the primary purpose of either:

- assisting the residential aged care facility within which you live (**Aged Care Facility**) with the product or service requested from us, including:
  - performing Aged Care Funding Instrument (**ACFI**) reviews of the Aged Care Facility;
  - providing and maintaining a software product that the facility uses; or
- providing you with goods and/or services that you have requested from us.

The applicable primary purpose should be clear to you. If it is reasonable to expect that we would use or disclose your personal information for purposes which are directly related to that primary purpose, we may also use your personal information to:

- verify your identity and to link the correct individual to the correct healthcare information stored by your Aged Care Facility;
- develop and improve our customer service by means of research, marketing, service or product development or planning;
- inform you of products that can be purchased from us;
- inform you of developments at AACS and other services that we can provide;
- assist you with enquires or complaints; and
- to comply with any law, and compliance with any lawful request of a law enforcement agency or government authority.

If you do not provide the necessary personal information AACS may not be able to provide you with certain goods, services or information that you have requested from us.

### 2 How we collect personal information

Unless it is unreasonable or impracticable to do so, AACS will collect your personal information from you directly.

In most cases however we will collect information about you from a third party such as the Aged Care Facility who is managing your care. At the time of collection, or as soon as practicable after we have collected it, we will take such steps (if any) as are reasonable in the circumstances to notify you or otherwise ensure that you are aware of the collection and of certain matters relevant to the collection.

In some cases we will be required or authorised by Australian law, or the order of a court or tribunal to collect personal information about you.

Naturally we collect and hold a broad range of personal information gathered during the course of providing our products or services. However as stated above, we strive to ensure that we collect and hold only that personal information which is relevant and necessary to the product, service or information you have requested from us.

We will take such steps (if any) as are reasonable in the circumstances to let you know when we have collected your personal information, unless it is obvious from the circumstances that you would know or would expect us to have the information.

### 3 Sharing of your personal information

We may disclose your personal information to the following external providers of services that we may use to operate our business and manage our business systems, for example:

- IT technicians who may need access when providing on-site support (although it is our practice for them to work under the supervision of one of our own IT technicians);
- file storage service providers;
- database service providers; and
- providers of payment processing and identification verification services.

Those companies will be permitted to access only the personal information they need to deliver the service to you, or to your Aged Care Facility. AACS takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

We are not likely to disclose personal information overseas and would only do so if we reasonably believe that the recipient is subject to a law or scheme that will protect your personal information in a way that is substantially similar to the way the APPs protect your personal information, or if this is not the case, we will take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach to the APPs in relation to your personal information. We will otherwise obtain your consent to the disclosure.

The privacy and collection practices of entities to whom we disclose personal information are governed by their own privacy policies and collection notices.

We will not otherwise disclose information about you (either within Australia or overseas) unless the disclosure:

- is required by law;
- is authorised by law; or
- you have consented to our disclosing the information about you.

### 4 Privacy Policy

AACS understands that you value your privacy and wish to have your personal information kept secure. For these reasons, we place a high priority on the security of the personal information that we hold. AACS has developed a Privacy Policy to inform you of how we manage your personal information and maintain its integrity and security.

AACS's Privacy Policy is available for you to access on its website ([www.aacs.com.au/privacy](http://www.aacs.com.au/privacy)).

Our Privacy Policy contains information about how you may access the personal information that we hold about you, and seek the correction of such information, if you believe it to be incorrect.

The Privacy Policy also contains information about how you may complain about a breach of the APPs and how we will deal with such a complaint.

### 5 Contact Us

Our contact details in respect of any issues in relation to privacy are:

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| <b>Telephone</b> | + 61 3 9836 8852   |
| <b>Email</b>     | <a href="mailto:info@aacs.com.au">info@aacs.com.au</a>                   |
| <b>Post</b>      | Applied Aged Care Solutions Pty Ltd<br>PO Box 4088, Balwyn East VIC 3103 |