

Privacy Policy – Customers

Sponsor: Sundale Board

General

Sundale Ltd and its related bodies corporate (**Sundale, we, us, our**) recognise that your privacy is very important, and we are committed to protecting the personal information we collect from you. The *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**) govern the way in which we must manage your personal information and this policy sets out how we collect, use, disclose and otherwise manage personal information about you. In addition, the *Aged Care Act 2024* (Cth) imposes additional obligations on us with respect to personal information collected from aged care recipients.

Collection

Types of information collected

Sundale may collect and hold personal information about you (that is, information that can identify you) that is relevant to providing you with the services you are seeking.

The kinds of information we collect from you depends on our relationship with you. Generally, however, we may collect your name, contact details, and other information relevant to providing you with the services you are, or someone else you know is, seeking. If you are someone to whom we provide care through our aged care service (**Customer**) we will also generally collect your date of birth, gender, personal and emergency contact information, financial information including banking details and health and medical information (including Medicare numbers, to allow us to book health services on your behalf). Additionally, we may collect or hold information in the format of photographs and/or videos in accordance with Resident Agreements, applicable consent protocols and in compliance with the Aged Care Standards.

In addition to health information, we are likely to collect and hold other sensitive information about you in providing you with aged care services, including your racial or ethnic background, sexual orientation or practices, and religious beliefs.

We may also collect information through the use of our website and digital platforms, including user preferences, 'cookie' information, and geographical location.

Method of collection

Sundale will generally collect personal information directly from you through a variety of avenues, including any of our standard forms, via emails or other communications, via phone, in person, and via our website and social media accounts.

There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. For example, we may collect personal information about aged care or in-home care recipients from approved family members, carers, other approved providers, and health service providers (including Queensland Health). Where applicable, we may also collect information from relevant government departments. Sundale will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Sundale only collects sensitive information if you consent to the collection of the information and if the information is reasonably necessary for the performance of our functions and activities. Consent may be implied by the circumstances existing at the time of collection.

There may also be circumstances under which we may collect sensitive information without your consent, as required or authorised by law.

We ask our Customers and their authorised representatives to identify any parties from whom you do not wish personal information to be collected. We will record this

information in your file and will comply with your instructions to the extent permitted by law.

If Sundale receives unsolicited information about you that we did not request and which is not directly related to our functions or activities, we may be required to destroy or de-identify that information, providing it is lawful and reasonable to do so.

Purpose of collection

The personal information we collect and hold about you depends on your interaction with us.

Generally, we will collect, use, and hold your personal information if it is reasonably necessary for, or directly related to, the performance of our functions and activities and for the purposes of:

- (a) providing services to you or someone else you know;
- (b) (b) facilitating our internal business operations, including:
 - i. the fulfilment of any legal requirements;
 - ii. responding to enquiries and requests for services or information;
 - iii. managing our relationship with you and communicating with you in the ordinary course of that relationship;
 - iv. analysing our services and customer needs with a view to developing new or improved services or business operations;
- (c) except with respect to Customers, providing you with information about other
services that we or our related entities and other affiliated organisations offer
that
may be of interest to you; and
- (d) except with respect to Customers, contacting you to provide a testimonial for us.

Failure to provide information

Depending upon the circumstances if the personal information you provide is incomplete or

inaccurate, we may be unable to provide you with the services or information you are seeking.

Internet users

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare

customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

Closed Circuit Television (CCTV) surveillance

CCTV refers to camera surveillance that captures images of people and activity. Any personal information collected through CCTV surveillance must comply with the Privacy Law.

CCTV operates in some common and/or external areas of certain Sundale premises. The main purpose of this is to maintain a safe and secure environment for our employees, clients, residents and visitors. We may use personal information gathered from CCTV for security, risk management and incident investigation purposes. Access to CCTV footage will only be granted where access is required or authorised by law.

Use and disclosure

Generally, Sundale only uses or discloses personal information for the purposes for which it was collected (as set out above). Sundale may disclose personal information about you to:

- (a) our employees, contractors, consultants, and other parties who require the information to assist us with facilitating our internal business processes, providing you with services and information, and with establishing, maintaining, managing, or ending the relationship with you;
- (b) our related entities to facilitate ours, and their, internal business processes;
- (c) third party service providers who assist us in operating our business (including payment processors, insurers, IT and technology service providers, and professional advisers such as lawyers, accountants, and auditors) and these service providers may not be required to comply with our privacy policy;
- (d) third parties to whom you have agreed we may disclose your information or where the information was collected from you (or from an authorised discloser) for the purposes of passing it on to the third party;

- (e) in relation to our Customers, your appointed representatives or other parties you nominate, treating medical practitioners and specialists, and health and other service providers; and
- (f) any other entity as otherwise permitted or required by law.

We ask that our Customers, or your authorised representative, identify any parties to whom you do not wish personal information to be disclosed. We will record this information in your file and will comply with your instructions to the extent permitted by law.

Sundale may expand or reduce its business, and this may involve the sale and/or transfer of control of all or part of our business. Personal information, where it is relevant to any part of the business for sale and/or transfer, may be disclosed to a proposed new owner or newly controlling entity for their due diligence purposes, and upon completion of a sale or transfer, will be transferred to the new owner or newly controlling party to be used for the purposes for which it was provided.

Disclosure of personal information overseas

Sundale is assisted by a variety of external services providers to operate its business, some of whom may be located overseas. These third parties are too numerous to list, and they change from time to time. Some examples of the types of third parties include technology service providers who may be located in the United States of America.

You consent to this overseas disclosure and agree that by providing consent, APP 8.1 under the Privacy Act no longer applies, and Sundale is not required to take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to that information.

Security

Sundale stores personal information in different ways, including in paper and electronic form. The security of personal information is important to Sundale. Sundale takes all reasonable measures to ensure that personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification, or disclosure, including electronic and physical security measures.

Personal information collected is wherever possible hosted on third party data servers located within Australia. Sundale takes reasonable steps to ensure these third-party data storage suppliers we partner with have appropriate cyber and physical security controls in place. Where personal information held is no longer necessary for Sundale's operations, it deletes information or permanently de-identifies it, subject to specific laws in respect of data retention.

Access and correction

You may access the personal information we hold about you upon making a written request. We will respond to a request within a reasonable period, and endeavour to process requests within 25 business days of receipt. We will not charge any fee for a request for access but may charge a fee of \$0.20 per A4 page for processing any request for hard copy records, in addition to the cost of postage.

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to make a complaint.

If you, upon receiving access to your personal information or at any other time, believe the personal information we hold about you is inaccurate, incomplete, or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete, and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out the reasons for refusal (unless it would be unreasonable to provide those reasons), including the mechanisms available to you to make a complaint.

Complaints and feedback

You have a right to complain if you believe we have breached this policy or your rights under the APPs.

If you have any queries, feedback, concerns or wish to make a complaint about Sundale's privacy policy or the way in which Sundale handles your personal information, please contact our Privacy Officer via the details below and we will endeavour to promptly review and resolve your enquiry or concern.

- Postal address: Sundale Ltd, Attention: Privacy Officer, PO Box 5202 SCMC, Nambour Qld 4560
- Telephone: 1800 786 325
- Email: privacy@sundale.org.au

We may need to verify the identity of the person making the complaint and may request additional details from you regarding your concerns. We may also need to engage or consult with other parties in order to investigate and resolve your concern/complaint. We will keep records of your request and any resolution.

If after this process, your concerns have not been able to resolved to your satisfaction, you can contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or on 1300 363 992

Should you wish to lodge a complaint with the OAIC, you can obtain the relevant complaint form at <https://www.oaic.gov.au/privacy/privacy-complaints/>.

Resources and References

Internal

Code of Conduct and Ethics Policy

Privacy Collection Statement

External

Aged Care Act 2024 <https://www.legislation.gov.au/C2024A00104>

Australian Privacy Principles <https://www.oaic.gov.au/privacy/australian-privacy-principles>

Privacy Act 1988 <https://www.legislation.gov.au/Details/C2021C00139>

PRIVACY: Sundale collects information according to the Privacy Act 1988 and the Australian Privacy Principles. A copy of our complete Privacy Policy is available on request or on our website.

This document is only current as at the time of printing and should not be relied upon as a current reference document. It is your responsibility to always refer to the Accreditation Portal for the latest version.

Version Control and Change History

Version	Approval Date	Reviewer/s	Amendment
V6	29.06.2020	Sundale Board, Sundale Executive Managers, Policy & Procedure Manager, Corporate Lawyers	Review under current laws
V7	09.05.2023	ELT and Sundale Board	Review for currency
V8	27.07.2026	Governance & Risk Committee Sundale Board	Review for currency