Privacy Collection Statement and Notice

Sponsor: Sundale Board

Purpose

Sundale Ltd and its related bodies corporate (we, us or our) are committed to protecting personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth), the Privacy and Other Legislation Amendment Act 2024 (Cth), and other applicable privacy, health records, aged care and records management legislation.

The purpose of this statement is to advise you that we collect, use, hold and disclose personal information so that we can provide aged care, retirement living, home care, Support at Home and related services; assess eligibility for services and supports; manage care, accommodation and support arrangements; communicate with you and your authorised representatives; administer accounts and payments; comply with legal, regulatory, accreditation, funding and reporting obligations; and manage and operate our business activities.

Collection of Personal Information

Generally, we collect personal information directly from you. However, where it is unreasonable or impracticable to do so, we may collect personal information from authorised representatives, guardians or substitute decision-makers, family members, carers, health practitioners, providers, government agencies and other parties authorised by law.

The types of personal information we may collect include personal and contact information, identification and demographic information, representative information, health, clinical and care information, financial information, government identifiers, complaints and incident information, and other information reasonably necessary to provide services and meet legal obligations.

This may include collecting information from family members, carers, healthcare providers (including Queensland Health), other service providers and government agencies where authorised or required by law.

Use of Personal Information

We use personal information to provide and coordinate services, develop and review care arrangements, communicate with clients and representatives, process payments, manage quality and safety activities, investigate incidents and complaints, support workforce and operational activities and comply with legal obligations.

In some circumstances, Sundale may use technology, information systems or substantially automated processes to support operational, clinical, quality, safety, rostering, service allocation, funding, administration or risk management decisions. Such processes are subject to appropriate human oversight and are designed to support, rather than replace, professional decision-making.

Consequences of Not Providing Information

If you choose not to provide requested personal information, or if the information provided is incomplete or inaccurate, Sundale may be unable to provide some or all services, supports, accommodation, information or assistance requested by you.

Disclosure of Personal Information

We may disclose personal information to employees, contractors, consultants, healthcare professionals, service providers, business partners, government agencies, regulators, insurers, auditors, professional advisers, information technology providers, authorised representatives and other parties where required or authorised by law.

Overseas Disclosure

Our third-party service providers are too numerous to list and may change from time to time, but can include payment processors, insurers, information technology providers, cloud-based software providers and professional advisers. Some of these providers may store, process or access personal information from overseas locations. Where overseas disclosures occur, Sundale will take reasonable steps to ensure appropriate privacy, confidentiality and security protections are maintained in accordance with applicable privacy laws.

Privacy Policy, Access and Complaints

Further information regarding the personal information we collect, how we use, disclose and store personal information, how we protect personal information, how you may access or correct your personal information and how to make a privacy complaint is available in Sundale's Privacy Policy, which is available on our website (www.sundale.org.au) or upon request.

Contact details

Privacy Officer

Sundale Ltd

PO Box 5202 SCMC

NAMBOUR QLD 4560,

Email: privacy@sundale.org.au

Telephone: 1800 786 325

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
2	29.06.2020	Sundale Board, Sundale Executive Managers, Policy & Procedure Manager, Corporate Lawyers	Review under current laws
3	26.05.2023	ELT and Sundale Board	Review for currency
4	31.03.2025	Sundale Board	Review for currency
5	27.07.2026	Sundale Board	Review for currency, update to document number
6	26.10.2026	Sundale Board	Review for currency and implementation of December 2026 privacy reforms