CHOICE AGED CARE	Privacy and Confidentiality Policy	
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PURPOSE AND SCOPE

To is policy defines how Choice Group collects, holds, uses, stores, protects and discloses personal information and confidential information. Choice Group is committed to protecting the privacy, dignity and rights of clients, patients, employees, contractors and other stakeholders.

Choice Group complies with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), applicable privacy legislation, registered Privacy Codes, the Aged Care Act 2024, and the Statement of Rights for older people accessing aged care services, which recognises the right of individuals to privacy, confidentiality, dignity, autonomy and control over their personal information. This policy outlines:

- how personal information, sensitive information and health information are collected, used, disclosed, stored and disposed of;
- how confidential business and client information must be protected;
- the rights of individuals to access and correct their personal information;
- the responsibilities of employees, contractors and third parties in protecting privacy and confidentiality;
- the management of privacy complaints, data breaches and information security incidents; and
- the governance requirements relating to new technologies, including artificial intelligence and digital health systems.

This policy applies to all Choice Group team members, contractors, volunteers, consultants, students, agency personnel and third parties who collect, access, use, disclose or manage information on behalf of Choice Group. It applies to all personal information, health information and confidential information handled in any format, including paper records, electronic records, cloud-based systems, emails, mobile devices and verbal communications.

This policy supports Choice Group's commitment to delivering services that respect the privacy, confidentiality, rights and wellbeing of older people and other individuals who engage with our organisation.

PRIVACY OFFICER

The Incident Response Team will appoint a Privacy Officer. The Privacy Officer is responsible for:

- Managing privacy complaints;
- Monitoring privacy compliance;
- Coordinating privacy training;
- Managing data breach responses;
- Providing privacy advice to employees and contractors.

DEFINITIONS

Privacy: Keeping certain personal information free from public knowledge and having control over its disclosure and use.

Confidentiality: A separate legal concept to privacy, confidentiality applies to information given to a person or organisation under an obligation not to disclose that information to others unless there is a statutory requirement or duty of care obligation to do so. Confidentiality also applies to organisational information which is not to be used or disclosed by organisational business partners and employees.

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POLICY STATEMENTS

1. Confidentiality of our Employees

1.1. Choice Group, our subsidiaries, our clients, patients, our suppliers and our business partners generate important business-related information that must be kept confidential. Accordingly, there is a strict requirement that employees always maintain an extremely high degree of confidentiality in relation to client and business-related matters.

1.2. When an employee commences employment with Choice Group, they are required to maintain the highest level of confidentiality in relation to client, employee, operational and business-related matters

1.3. Any breach of confidentiality may be treated as serious misconduct and may result in disciplinary action, up to and including termination of employment.

1.4. Any employee who becomes aware through external or other sources that confidentiality has been breached should advise management as soon as possible so that potential damage to Choice Group can be minimised.

1.5. Any employee who is questioned by a person, other than another employee of Choice Group, regarding client, business-related or operational matters should refrain from responding and should refer the person to management.

2. Personal Information Privacy

2.1. Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether it is recorded in a material form or not.

3. Anonymity and pseudonymity

3.1. Individuals have the right not to identify themselves, or to use a pseudonym in any interactions with Choice Group. However, if we request personal information and it is not provided, we may not be able to provide services to or otherwise assist the relevant individual.

4. What personal information do we collect?

4.1. We collect personal information including an individual's personal identification information, contact information, relationship with us, and health information. With an individual's consent or as permitted by law, we also collect personal information including sensitive information necessary to function and deliver any specific services our clients or patients require.

4.2. We can collect, hold and manage clients' or patients' personal information relating to the provision of a service.

4.3. We can collect, hold and manage employees' personal information relating to an employee's position during their period of employment.

4.4. Sensitive information may include health information, disability information, cultural or ethnic background, religious beliefs, sexual orientation, gender identity, Indigenous status, genetic information, biometric information, criminal history, political opinions, and professional memberships, where relevant to the services provided or where otherwise permitted by law.

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5. Health Information

5.1. Collection and Use of Health Information

Health information is classified as sensitive information under the Privacy Act 1988 and requires additional protections. Consent may be gained directly, via an authorised representative or delegated to Choice by an individuals care team.

Where an individual lacks decision-making capacity, Choice Group may collect, use and disclose information through an authorised representative, guardian, attorney or other legally authorised decision-maker.

Choice Group may collect, use and disclose health information where:

- it is reasonably necessary for the provision of healthcare, aged care or related services
- the individual has provided consent;
- the collection, use or disclosure is authorised or required by law; or
- it is necessary to lessen or prevent a serious threat to life, health or safety.

5.2. Types of Health Information

Health information may include, but is not limited to:

- medical history;
- diagnoses;
- medications and medication management records;
- clinical assessments and care plans;
- pathology and diagnostic reports;
- allergies and adverse reactions;
- health service provider information; and
- information contained within Australian Digital Health Resources.

5.3. Access to Health Information

Access to health information will be restricted to authorised personnel who require access to perform their duties and provide care or services.

5.4. Disclosure of Health Information

Health information will only be disclosed:

- to healthcare providers involved in an individual's care;
- to authorised representatives acting on behalf of the individual;
- where required or authorised by law; or
- with the individual's consent.

5.5. Digital Health Records

Where Choice Group accesses, stores or contributes to Australian Digital Health Resources, including My Health Record and the Australian Immunisation Register, staff must comply with all relevant legislation, organisational policies and access requirements.

Access to Australian Digital Health Resources is limited to authorised users who have completed required training and hold appropriate access permissions.

6. Why do we collect personal information?

6.1. Generally, we will collect, use and hold a client's personal information for the purpose of:

- Assisting in the provision of quality care services for our clients.
- To monitor and analyse health trends and risks.
- To conduct research, generate reports, and identify benchmarks to be shared with

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approved interested parties, using deidentified data.

- Effectively training, managing and ensuring the safety of each employee.
- Facilitating our internal business operations, including the fulfilment of any taxation, compliance or legal requirements.
- Analysing our services, clients and employee needs with a view to improving those services.

7. How do we collect personal information?

Choice Group will only collect personal information that is reasonably necessary to perform its functions and provide services.

7.1. We collect information by lawful and fair means and only collect personal information that is necessary for the provision of a client's services, for employment purposes, and/or for conducting our business in general.

7.2. We collect information about an individual from:

- our clients, potential clients, patients and their families, carers, health service providers, care services and other service providers
- our employees, potential employees and contractors
- third parties e.g. an individual's employer or provider of an employment or other reference
- publicly available records

7.3. We collect personal information direct from an individual when that individual requests our services, meets with us, communicates with us by letter, telephone, email or fax, gives us a business card, subscribes to our publications, registers for or attends our events or submits information through our websites or other social media outlets.

7.4. When we are unable to collect personal information from the individual (for example, the individual is referred to our services), due to factors beyond our control, we collect information about an individual from:

- the government agency that refers the potential client/resident/care recipient to us
- the potential or current client families, carers, legal representatives, external health or other service providers whose cooperation is required to deliver our service.
- third parties e.g. an individual's employer or provider of an employment or other
- reference; and
- publicly available records.

7.5. In circumstances where personal information is not collected directly from the individual, we will take reasonable steps either to notify or to ensure the individual is aware that we have collected their personal information and the circumstances of the collection.

8. Cookies

8.1. We maintain the privacy of all users and guests of our website and digital platforms

8.2. We track usage patterns on our website on an anonymous basis. Each time an individual accesses our website a web server makes a record of the visit.

8.3. Specifically, it records:

- The internet service provider
- Date and time of your visit

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- Pages accessed and the documents downloaded
- Search items entered and
- Referring URLs (universal locators).

8.4. Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and any linked websites are not subject to our Privacy and Confidentiality.

9. How do we use the information?

9.1. We will only use or disclose personal information relating to clients, patients and employees:

- for the primary purpose for which it was collected
- for related purposes which the individual would reasonably expect; or with client consent.

9.2. We may use an employee's personal information in connection with the employee's:

- work placement
- performance appraisals and
- identification of training needs.

9.3. We may also use an employee's information in the management of any complaint, investigation or inquiry in which the employee is involved including, but is not limited to, insurance and/or Workcover claims.

9.4. We capture client's personal information in the client's individualised care plan which supports and guides the provision of a client's care services and may be used to share:

- with other service providers to ensure the provision of the required care and services.
- with our Clinical Pharmacists in feedback about their review.

9.5. In some circumstances, we may use or disclose personal information without consent. This may include, but is not limited to:

- Reviewing and analysing our services, including client and employee needs with a view to improving those services
- Where we reasonably believe that the use or disclosure is necessary to reduce or prevent a threat to a person's life, health or safety or a serious threat to public health or safety
- Where the use or disclosure is required by law
- Where we reasonably believe the use is necessary for law enforcement, public revenue protection, prevention and remedying of serious improper conduct, or conduct of court or tribunal proceedings, either by or on behalf of an enforcement body.

10. Failure to provide Choice Group with information and/or provision of inaccurate information.

10.1. If the personal information a client provides is incomplete, not current or inaccurate, we may be unable to provide the client with the care and services required.

10.2. Failure to provide complete and accurate information by an employee could also result in disciplinary actions and may result in a decision to terminate the employment contract.

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11. Benchmarking

11.1. In the event we use information about you for the purpose of benchmarking, we will ensure that all information is appropriately de-identified.

11.2. Where information is used for benchmarking, Choice Group will ensure the information is appropriately de-identified and does not include details that could reasonably identify individuals, specific clients, staff members, or service locations.

12. Disclosure to other recipients

12.1. We may disclose personal information about an individual to other recipients only where consent to such disclosure is given by that individual or where required or authorised by law.

12.2. We will take all steps as are reasonable in the circumstances to ensure that overseas recipients do not breach the Australian Privacy Principles which apply upon such disclosures. Personal information may be stored or processed using cloud-based systems. Choice Group will take reasonable steps to ensure any overseas service providers meet equivalent privacy and security requirements.

13. How do we keep personal information secure?

13.1. Choice Group implements technical and organisational controls including encryption, multi-factor authentication, access controls, monitoring and secure disposal processes to protect personal information.

13.2. We take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. We store information in access- controlled premises, and electronic information on secure servers. We require all persons authorised to access electronic information to use logins, passwords and Multi Factor Authentication to access such information.

13.3. We require all our contractors, partners and others to whom we disclose personal information or whom may have access to personal information we collect, to keep such personal information private and to protect such personal information from misuse and loss and from unauthorised access, modification or disclosure.

13.4. If we engage third parties to support the development of our systems and databases, we will only engage with those third parties who agree to adhere to our Privacy and Confidentiality Policy.

13.5. Unless we are prevented from doing so by the law, we de-identify or destroy securely all personal information we hold when no longer reasonably required by us. Personal information will be retained in accordance with legislative requirements, contractual obligations and organisational record retention schedules.

13.6. If a Choice Group team member is using third party tools (such as Artificial Intelligence apps) to enable data analysis, review or research, it is imperative that no patient specific data be entered, and patient privacy is maintained at all times.

14. Use of Artificial Intelligence

14.1. Employees must not enter personal information, health information, client information, employee information, commercially sensitive information, or confidential business information into publicly available AI tools unless the tool has been formally approved by Choice Group and the use has been assessed as compliant with privacy, cyber security

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and information governance requirements.

14.2. Human Oversight

Employees remain responsible for decisions, recommendations, reports and communications generated using AI systems.

14.3. De-Identification

Information used within approved AI systems must be de-identified wherever reasonably practicable.

14.4. Approved Systems

Only AI systems approved by Choice Group may be used for business purposes.

15. Privacy Impact Assessments

15.1. A Privacy Impact Assessment should be completed where a new or changed project, system, process, data sharing arrangement, AI solution, integration, or third-party service may affect the collection, use, disclosure, storage, security, retention or disposal of personal information, sensitive information or health information.

16. Gaining access to and correction of personal information

16.1. A client and/or an employee may request access to any personal information held about them, by making a written request. Choice Group will respond to any information request within a reasonable period.

16.2. Choice Group may decline a request for access to personal information in circumstances prescribed by the Privacy Act. If access is declined, Choice Group will provide you with a written notice setting out the reasons for the refusal.

16.3. If, upon receiving access to personal information, or at any time, clients, patients and/or employees believe the personal information held is inaccurate, incomplete or out of date, Choice Group is to be notified immediately. Choice Group will take reasonable steps to correct the information to ensure information is always accurate, complete and current.

17. Data breach of personal information

17.1. If Choice Group becomes aware of a data breach involving personal information, it will assess whether the breach is likely to result in serious harm to any individual. Where an eligible data breach has occurred, Choice Group will notify affected individuals and the Office of the Australian Information Commissioner in accordance with the Privacy Act 1988 and the Notifiable Data Breaches scheme.

17.2. Employees must immediately report:

- Lost devices
- Misdirected emails
- Unauthorised access
- Cyber incidents
- Suspected privacy breaches

17.3. Choice Group will assess and investigate suspected breaches as soon as practicable and in accordance with the Notifiable Data Breaches Scheme.

18. Lodging a complaint and providing feedback

18.1. If a client and/or employee wish to lodge a complaint about a breach of the Privacy Act,

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Australian Privacy Principles or applicable Privacy Codes they are to contact the Choice Group office where Choice Group will follow the complaints management process.

18.2. A client and/or employee may also make a complaint to the Choice Group Office who can be contacted at:

Choice Aged Care
Telephone: 1300 275 908
Website: www.choiceagedcare.com.au
Email: office@choiceagedcare.com.au

18.3. In the event a client and/or employee is not satisfied with Choice Group's response, they may lodge a complaint directly to the Office of Australian Information Commissioner who can be contacted at:

Office of Australian Information
Commissioner GPO Box 5218
Sydney NSW 2001
Telephone: 1300 363 992
Website: www.oaic.gov.au

19. Changes to Privacy and Confidentiality

19.1. We reserve the right to make changes to this Privacy and Confidentiality Policy from time to time, and without notice.

19.2. We will maintain access to the most current version of our Privacy and Confidentiality Policy via publication on our website.

RESPONSIBILITIES

It is the responsibility of Choice Group to:

- ensure that all employees have access to, and are aware of, this policy and related processes.
- ensure clients and external stakeholders are provided with this policy when asked.
- ensure that all third parties that are engaged to work with Choice Group agree to adhere to our Privacy and Confidentiality Policy and have the necessary policies and processes in place to ensure data security.

It is the responsibility of all Choice Group employees to:

- comply with this policy and related processes;
- protect personal information;
- report suspected privacy breaches immediately;
- complete privacy training;
- comply with information security requirements;
- only access information required for their role.

LEGISLATION

- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Amendment (Private Sector) Act 2000
- Australian Privacy Principles (APPs)
- Notifiable Data Breaches Scheme
- Healthcare Identifiers Act 2010

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- My Health Records Act 2012
- Aged Care Act 2024
- Aged Care Quality Standards

Approved by: Chief Executive Officer on 07/09/2026

Michael Bonner

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