



# PRIVACY POLICY

Guardian Angel Home Care Pty Ltd

11 January 2024

## INTRODUCTION:

Guardian Angel Care Pty Ltd. is committed to adhering to Australia's National Privacy Principles and safeguarding your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). Additionally, we are obligated to comply with the Health Records Act 2001 (Vic) and its Health Privacy Principles (HPPs) whenever we collect and manage health information in Victoria. Furthermore, the Privacy and Data Protection Act 2014 (Vic) and its Information Privacy Principles (IPPs) apply to Guardian Angel Care when providing statutory services on behalf of the Victorian Government. This Privacy Notice delineates how we gather, disclose, and manage your personal information, including sensitive information as defined in the relevant legislation.

## COLLECTING YOUR INFORMATION:

The primary purpose that Guardian Angel Home Care Pty Ltd collects personal information is to ensure delivery of appropriate health and aged care services that are personalised to the needs of the individual.

**Guardian Angel Care Pty Ltd holds your personal information in accordance with this privacy statement and we will:**

- Inform you about the timing and purpose of information collection.
- Specify the necessary information for accessing Guardian Angel Care Pty Ltd products and services.
- Refrain from requesting or collecting sensitive information unless required by legal, public interest, or statistical obligations under privacy legislation.
- Take reasonable measures to permanently remove personal identification from collected information when no longer necessary.
- Conduct collection through telephone, email, writing, and websites (via direct input or cookies and other web analytic tools).
- Enhance our services, including staff training, development, data analysis, and business strategy development.
- Provide you with information, and notify you about our services, events, or other direct marketing activities we believe may be of interest to you.

**What happens if you decide not to share certain personal information with us?**

Failure to provide the necessary personal information may result in us or any relevant third parties being unable to deliver the appropriate services. If you choose not to provide the required personal information, we will clearly communicate the potential impact.

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## USING YOUR INFORMATION:

### **To whom we disclose your information:**

We share your personal information with other funding providers for the collection purposes mentioned above when it is reasonably necessary for, or directly related to, one or more of our functions or activities.

### **Upon providing us with your personal information, we will:**

- Utilize the information to assist you in accessing our services.
- Aggregate the data for analytical purposes.
- Exclude personally identifiable characteristics unless you have explicitly granted us permission to recognize your usage on an individual basis.

### **We won't share your personal information with anyone unless:**

- You've given us permission to do so.
- Sharing is necessary for a transaction between you and another party.
- It's required by law or government/regulatory reporting rules.
- There's a genuine belief that disclosure will prevent harm to life or health.
- The person or organization is providing a service to you or Guardian Angel Care Pty Ltd under a contract and is bound by similar privacy principles.

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## SECURITY OF YOUR INFORMATION:

### **When handling your information, we will:**

- Take reasonable steps to ensure that all information we collect, use, or disclose is accurate, complete, up-to-date, and securely stored.
- Monitor transmissions sent to or from Guardian Angel Care Pty Ltd for quality control and systems administration.
- Strive to protect your personal information from misuse, loss, and unauthorised access.
- Operate secure servers to minimise the risk of unauthorised use of your credit card information.

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## INFORMATION ON THE WEBSITE:

Guardian Angel Care Pty Ltd reserves the right to measure traffic to this website and uses cookies to monitor return visits. These statistics help us monitor and improve the website. In accordance with our privacy policy, Guardian Angel Care Pty Ltd does not collect or keep any personally identifiable information, nor track visits to any third-party websites. You can choose not to have cookies monitor your usage of this site by changing the privacy settings of your web browser.

## ACCESSING, CORRECTING OR UPDATING YOUR INFORMATION

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You have the right to access the personal information you provide us, in line with our obligations under the Freedom of Information Act 1992. For further details on the privacy policy of Guardian Angel Care Pty Ltd, please reach out to us at [privacy@guardianangelhomecare.com.au](mailto:privacy@guardianangelhomecare.com.au).

## YOUR AGREEMENT WITH THE MENTIONED TERMS, CONTACTING US, AND OPTING OUT:

When you provide us with personal information, both you and any other individuals for whom you share personal information are considered to consent to its use and disclosure, unless you inform us otherwise. If you want to retract your consent, such as for receiving information about products and offers from us or our affiliated partners, please get in touch with us.

### **Contact information:**

By phone: (03) 9547 9459

By fax: (03) 9546 9452

By email: [privacy@guardianangelhomecare.com.au](mailto:privacy@guardianangelhomecare.com.au)

Authorized by,

Dennis Corea

Chief Executive Officer, Guardian Angel Home Care Pty Ltd