



# Caring Canine Companions

28 January 2021

## Privacy Policy

Caring Canine Companions, under the auspice of the Golden Retriever Club of South Australia Incorporated, is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

### **What is personal information and why do we collect it?**

Personal information is information or an opinion that identifies an individual. Examples of personal information we collect include: names, addresses, email addresses, and facsimile numbers.

We will collect your personal information only from you, via your completion of our required forms and agreements.

Personal information collected by Caring Canine Companions is used solely for the following purposes:

- ensuring compliance with rules and regulations set out by Government and liability insurance;
- ensuring an appropriate match with aged care facilities with which we work.

Aged care providers should not consider Aged Care Volunteer Visitors Scheme visitors as part of their volunteer workforce and so should not request them to undertake training or enter their personal details into a database.

## **Aged care recipients personal Information**

Aged care recipients are under no obligation to disclose personal information. Due to privacy reasons, aged care recipients and service providers may not wish to disclose sensitive information such as being considered part of a special needs group. However, the provision of this information where available, may help to match appropriate visitors to aged care recipients.

## **Disclosure of personal information**

Your personal information may be disclosed in a limited number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## **Security of personal information**

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of seven years.

## **Access to your personal information**

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

## **Maintaining the quality of your personal information**

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **Policy Updates**

This Policy may change from time to time and is available on our website.

## **Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy please contact Caring Canine Companions using the contact details on our website contact page.