

## Privacy and Confidentiality Policy and Procedure

### Policy

CAPITAL COMPASSION CARE is committed to protecting the privacy of its clients. CAPITAL COMPASSION CARE strives to meet its regulatory and standard obligations regarding the collection, use, and disclosure of personal information. Company information, which is considered proprietary and confidential, is also protected by CAPITAL COMPASSION CARE

CAPITAL COMPASSION CARE has implemented this procedure to ensure that all legislative and standard obligations related to privacy and confidentiality of information are met. This policy and procedure apply to all employees and departments.

### Applicable Laws and Regulations

The following laws and regulations are applicable to CAPITAL COMPASSION CARE regarding the protection and privacy of information:

- Australian Privacy Principles
- Privacy Act 1988
- Aged Care Act 1997
- Aged Care Quality and Safety Commission Act 2018
- Add other applicable regulations, standards or laws

CAPITAL COMPASSION CARE complies with the requirements laid out in the above-mentioned regulations. CEO is responsible for staying up-to-date with the latest regulatory requirements as described in CAPITAL COMPASSION CARE *Compliance policy and procedure*.

### Personal Information

CAPITAL COMPASSION CARE only collects personal information that is necessary to perform its service provision and operational activities.

### Clients:

CAPITAL COMPASSION CARE collects the following personal information from clients and/or their advocates:

Personal Identification Information

Health Information

Care Preferences

Emergency Contacts

Financial Information

Other Relevant Information

#### Employees:

CAPITAL COMPASSION CARE collects the following information from employees and prospective candidates for employment, following the Australian Privacy Principles and Privacy Act 1988

#### Information Collection and Consent

All information is collected through relevant online or computerised forms, which are stored in the CAPITAL COMPASSION CARE database. Client information is collected and managed by the Care department. Employee information is collected and managed by the Human Resources department.

All information is collected and processed with the written consent of the information provider. THE CAPITAL COMPASSION CARE *Information Collection, Use and Disclosure Consent Form* is used to obtain consent.

#### Information Security

CAPITAL COMPASSION CARE ensures the protection of collected personal information along with company information that is deemed to be confidential through an Information Security system, which is outlined below.

#### Storage

Access to all information is restricted and protected through individual login credentials and passwords assigned to all employees.

## Breaches

CAPITAL COMPASSION CARE evaluates the risk of data breaches resulting in unintended disclosure of private or confidential information in accordance with the *Risk Management policy and procedure*.

All possible violations of the procedures implemented by CAPITAL COMPASSION CARE related to consent, collection, storage, or access restrictions of information, by employees or other individuals, are reported to the CEO. Such violations will be considered possible breaches. These violations may be monitored and investigated through internal or external reviews, complaints, and feedback.

If a breach of data is identified to have resulted in the unintended disclosure of information or any violation of the APP, all implicated individuals are notified of the details and potential harm of the breach. The CEO is also responsible for assessing whether the breach is notifiable to one or more of the following entities:

- Australian Information Commissioner
- Aged Care Quality and Safety Commission
- Law Enforcement (Police, Cyber Security, etc.)

All breaches are recorded in the CAPITAL COMPASSION CARE *Incident Register*, and in accordance with the *Incident Management and Continuous Improvement policies and procedures*, remedial actions are taken to avoid the reoccurrence of similar breaches.

## Use and Disclosure of Information

CAPITAL COMPASSION CARE uses personal information of clients to perform home-care provision activities. This includes identification of care services, financial management including fees and payments, effective provision of care services, and proper communication and identification of risks.

CAPITAL COMPASSION CARE uses personal information of employees for effective human resource management, which includes recruitment, competence assessment, background checks, assignments, rostering, training, and development.

All use of information is consented by the individual through the *Information Collection, Use and Disclosure Consent Form*.

CAPITAL COMPASSION CARE only discloses personal information of individuals when required to comply with legislative obligations, such as mandatory reporting to governing bodies or law enforcement.

#### Disclosure to Advisory Bodies

CAPITAL COMPASSION CARE is committed to providing information requested by advisory bodies to assist them in evaluating the quality-of-care services provided. Clients and employees are informed of this disclosure through the *Information Collection, Use and Disclosure Consent Form* and given the choice to opt out of disclosure.

#### Disclosure to Government or Regulatory Bodies

CAPITAL COMPASSION CARE is responsible for providing information requested by governing or regulatory bodies for audits, reviews or compliance monitoring processes. This disclosure is communicated to individuals using the *Information Collection, Use and Disclosure Consent Form* when collecting information.