

Privacy Statement - Villa Waitlist and Villa Residents

Port Stephens Veterans & Citizens Aged Care LTD respects your right to privacy and as a result we have established a Privacy Policy which can be accessed from our Privacy Officer as well as this Privacy Statement which can be accessed via our website.

Our Privacy Policy and Privacy Statements set out how we collect and treat your personal and sensitive information.

What Personal & Sensitive Information We Collect

The personal information that PSVCAC collects and stores depends on whether you are on the villa waitlist or a resident within our villages and receiving services from our community services team. The information may include:

Personal details:

- Full Name
- Address and mailing address
- Contact information (home phone, mobile, email, etc)
- Date of birth
- Emergency contacts
- Current doctor
- Pension / Health Care card numbers
- DVA
- Vitalcall
- Current or past details of services accessed within the villages

Financial information

- Financial Institution account details (for the purpose of recurring payments)
- Payment history information

Sensitive information

- In certain circumstances, we may collect sensitive information such as health details.

How We Collect Your Personal and Sensitive Information

We may collect personal information from you in a variety of ways, including: when you interact with us electronically or in person: when you access our website and when we provide our services to you.

These services include when you request a village information pack, fill in an application form, join our waitlist, contact with us over the telephone, by mail or by visiting our office.

Use of Your Personal and Sensitive Information

We use your information to provide our service to you including:

- Assessing and processing your application for the waitlist or to enter one of our villages.
- Preparing your contracts to enter one of our villages.

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Sharing your information:

Your information may also be shared with our community services team (if you require their services), Maintenance team (if you require assistance), Accounts Payable team (for recurring payments), staff (if they need to contact you or your emergency contacts). We may also need to disclose some of your personal information to external parties when we order your contracts with our solicitors or with vendors that are managing our computer systems that may store your information.

Your information will not be shared for direct marketing purposes and will not be stored off-shore by foreign companies.

Security of Your Personal Information

We take reasonable steps to protect your personal and sensitive information.

Access to Your Personal Information

You can access and update your personal and sensitive information by contacting our Privacy Officer on Privacy Officer (02) 4916 4227 or email PrivacyOfficer@harboursidehaven.com.au .

What you need to do:

- Sign a checkbox on our waitlist form to acknowledge you are aware of our privacy statement, specifically that you understand that your information will be stored and accessed while you are on our waitlist or living within our villages. Your documents will be managed as per our Record Retention and Destruction policy, and our Privacy policy.
- Sign a form to elect whether to have your phone number published on residents' phone list and in village voice. If you do not elect to sign this form, then your phone number will only be shared by Harbourside Haven staff needing to contact you for the above purposes.

For more information:

To obtain more information relating to this Privacy Statement, or the overarching organisational Privacy Policy, please contact the Privacy Officer (02) 4916 4227 or email PrivacyOfficer@harboursidehaven.com.au .

If you have a complaint:

If you have a complaint in relation to your privacy, you can contact the Privacy Officer (02) 4916 4227 or email PrivacyOfficer@harboursidehaven.com.au.

Or you can refer your complaint to the Office of the Australian Information Commissioner on 1300 363 992 or email enquiries@oaic.gov.au.