



Australian College of Care Workers

PRIVACY POLICY

ABOUT THIS POLICY

This section explains how to read this policy and describes its purpose.

Interpretation of this document and general overview

Defining specific terms:

“**ACCW**”, “**we**”, “**us**”, “**our**” means Australian College of Care Workers Ltd ABN 39 633 248 610.

“**APPs**” refer to the Australian Privacy Principles in the *Privacy Act 1988* (Cth).

“**Care Services**” means aged care, health, community care, disability, mental health care, independent living centre care and other care services.

“**Care Workers**” means individuals who provide Care Services.

“**Health Information**” means information about the physical, mental or psychological health or disability of an individual or an individual’s wishes about the provision of health services.

“**Personal Information**” means information that is capable of identifying an individual such as name, address and date of birth.

“**Privacy Information**” means Personal Information and Sensitive Information.

“**Sensitive Information**” includes information relating to religion, racial or ethnic origin.

“**You**”, “**your**” means any person who deals with ACCW.

ACCW is subject to the Australian Privacy Principles as set out in the *Privacy Act 1988*.

Purpose of this policy

The ACCW Privacy Policy explains how our organisation protects your Privacy Information. Our Privacy Policy lays down the principles by which we collect, store, use and disclose any Personal Information you provide to us or we collect from other sources.

Our Privacy Policy also informs clients, prospective clients, health providers and anyone else whose Privacy Information is protected in dealing with ACCW, about how they can access their Privacy Information, correct Privacy Information held by us, lodge complaints or make any related enquiry.

TYPE OF INFORMATION WE COLLECT AND HOLD

ACCW collects information about you in order to carry out its principal role of protecting the public and recipients of Care Services by maintaining a register of certified Care Workers and a platform for ongoing education and training for Care Workers.

Types of Personal Information we collect:

Members

For Members, we collect the following:

Personal Information such as your full name, address, phone number, email address;

In the case of Members who are Care Workers:

details of relevant qualifications, skills and experience required to complete certification and maintain the register; and

copies of credentialing documents such as national background police checks, working with children checks and registration with other accreditation or professional organisations.

Website visitors

For our website visitors, we collect information such as your IP address, internet service provider, the web page directing you to our website and your activity on our website. This information is usually anonymous, and we do not use it to identify individuals. However, due to the nature of internet protocols, such information might contain details that identify you. This information is collected to ensure that our information has reached its target audience.

Prospective employees and directors

We collect Personal Information regarding prospective employees, regarding their skills, interests, qualifications and experience to:

Assess their suitability for potential employment with us; and

Match them to suitable projects or roles.

HOW WE COLLECT YOUR INFORMATION

We may collect Personal Information (not including sensitive information) from people through our marketing, business development, operational, human resources, research or other activities.

We have a general policy to collect Personal Information directly from you, unless it is unreasonable or impracticable to do so.

We will need your written consent to collect Sensitive Information (which includes health information) about you.

Members

We will collect data from Members as part of the application for membership process as well as ongoing collection of information as required for the certification and registration of Members who are also Care Workers.

In some cases, we may collect information about Members from public sources (for example national health practitioner registry).

Website visitors

We collect data from our website using various technologies, including cookies. A cookie is a text file that our website sends to your browser which is stored on your computer as a tag identifying your computer to us. You can set your browser to disable cookies. However, some parts of our website may not function properly (or at all) if cookies are disabled.

Prospective employees

We generally collect Personal Information directly from the prospective candidate, but may also do so from recruitment agents, recruiters, referrers, referees, ACCW officers/employees or other knowledgeable parties where relevant to the recruitment process.

Others

We collect information about employees and others directly from those persons.

In some cases, we collect information about such persons:

Through forms, agreements, general inquiries

From researchers or contractors engaged by ACCW

Public sources (for example national health practitioner register)

DIRECT MARKETING

Collecting information indirectly about an individual for marketing to that individual

If ACCW plans to engage in direct marketing using or disclosing information collected:

Indirectly about that individual, or

From the individual and the individual would not reasonably expect us to use or disclose the information for marketing purposes,

ACCW must first obtain consent, unless an exception set out in the APPs applies.

All subsequent direct marketing you receive will include an easy opt-out procedure if at any time you wish us to cease sending you information.

Collecting information directly about an individual for marketing to that individual

If we collect information about you and you would reasonably expect us to use or disclose the information for the purpose of marketing, we will use an opt-out procedure in all our marketing communications. This means you will be able to easily unsubscribe from all future marketing communications.

PURPOSE FOR WHICH WE COLLECT AND DEAL WITH YOUR INFORMATION

As a general principle, we only use Privacy Information for the primary purpose for which we collect the information, or a secondary purpose related to the primary purpose for which you would reasonably expect us to use the collected information. All the information collected by

ACCW will be used only for the purpose of carrying out or facilitating its activities in relation to the protection of recipients of Care Services.

We will make you aware of the purpose for which we collect your information by notifying you about all the relevant matters of that collection.

We will not use your information for an unrelated secondary purpose unless we obtain your written consent or an exception applies, such as it is impracticable to obtain your consent and we believe that collecting, using or disclosing your information is necessary to lessen a serious threat to the life, health or safety of any individual.

Members

We use information collected in relation to Members for the following purposes:

Providing and maintaining membership services, benefits and records;

Providing initial and ongoing registration and certification to Care Workers;

Maintaining a register of Care Workers and their corresponding qualifications;

Certifying and accrediting Care Workers based on their skills, qualifications and experience for the benefit of the public, recipients of Care Services, registered providers of Care Services and employers of Care Workers;

Conducting, delivering and facilitating education and training programs for Care Workers;

Assisting and supporting Members; and

Investigating the conduct of Members.

We may disclose information collected in relation to Members to the following persons and organisations:

Registered providers of Care Services and employers of Care Workers;

Government departments and agencies; and

The public, but only in relation to confirming the registration status and qualifications of Members.

Prospective employees

We use Personal Information about our prospective employees predominately to consider the application.

Website visitors

We use information regarding website visits for the purpose of personalising your website visit or to enable remarketing website functionality.

Others

ACCW may also collect and use Personal Information from others for our operational, human resources, research referral or other corporate activities.

CROSS BORDER TRANSFER OR DISCLOSURE OF INFORMATION

In the event we engage in cross border transfer of information, such as routing or storing information on cloud servers located overseas or transferring information to an office of our company overseas, we will ensure that adequate security mechanisms are in place to protect your information. For example, we will enter into a contract with the cloud server that complies with the APPs and ensures the information is for the limited purpose of storing and managing the Personal Information.

MAINTAINING THE INTEGRITY, CURRENCY AND SAFETY OF YOUR PRIVACY INFORMATION

This section explains how ACCW holds your Privacy Information, how you can access your Privacy Information, update your Privacy Information, complain about an alleged breach of the APPs or make any related enquiry.

Maintaining currency of your information

ACCW relies on accurate and reliable information to deliver its services. If we are satisfied that any of the information we have about you is inaccurate, out-of-date, irrelevant, incomplete or misleading, or you request we correct any information, we will take reasonable steps to ensure the information held by us is accurate, up-to-date, complete, relevant and not misleading.

If we disclose your Privacy Information that is later corrected, we will, or else you may ask us to, notify the entity that received the incorrect information about that correction.

Should we refuse to correct the information, we will explain the reasons for refusal. We will also show you the complaint procedure if you wish to lodge a formal complaint about our refusal.

Safety of your information

All Privacy Information is securely stored using appropriate physical and/or electronic security technology, settings and applications, and by ensuring staff dealing with privacy information is trained in our privacy policies and procedures.

This policy is designed to protect Privacy Information from unauthorised access, modification or disclosure; and from misuse, interference and loss.

ACCESSING YOUR INFORMATION OR LODGING A COMPLAINT

Accessing and correcting information

You are entitled at any time, upon request, to access your Privacy Information held by us. We will respond within a reasonable time after the request is made and give access to the information in the manner requested by you, unless it is impracticable to do so. We are entitled to charge you a reasonable administrative fee for giving you access to the information requested.

Should you be refused access to your information, we will explain the reasons for refusal - any exceptions under the *Privacy Act* or other legal basis relied upon as the basis for such refusal – and, if you wish to lodge a formal complaint about our refusal, we will explain the complaint procedure.

Lodging a complaint

Should you wish to complain about a potential breach of this Privacy Policy or the Australian Privacy Principles please contact our Privacy Officer.

The Privacy Officer will make good faith efforts to rectify the issue and respond within a reasonable period after the complaint is made.

Contact details

Privacy Officer: Bruce Craig ACCW Board Member
Phone: bcraike@nhcm.com.au
Email: 0413536965