



Privacy statement

Scope

This summary sets out the key points about how Goodwin handles personal information. We collect, hold, use and disclose your personal and sensitive information for the primary purpose of providing quality accommodation, care and services to meet your needs, goals and preferences.

More information can be found in our main *Privacy* policy available upon request or on our website: www.goodwin.org.au.

Collection of your personal information

We usually collect personal information (including sensitive information) from you or your authorised representative and we try to only collect the information we need for the particular function or activity we are carrying out. Our primary purpose for collecting your personal information is to provide quality accommodation, care and services to meet your needs.

We may also collect information from third parties, for example, medical practitioner, another service provider, referring agencies such as ACAT, to enable us to meet your needs.

We also collect information through our websites - www.goodwin.org.au, www.goodwinfarrer.org.au, <https://goodwinvillagedowner.org.au/> and www.themanor.net.au – and social networking services such as Facebook and Twitter. We may use this information to respond to queries and feedback or to improve our websites. The information is stored in a secure server located in Australia.

Consent

On application and/or admission, you were requested to provide written consent for the collection, use and disclosure of information for our primary purpose, by completing a consent form. You have the right to withdraw this consent at any time. Your consent is deemed to be current for the duration of your agreement unless the consent is altered or withdrawn or there is a significant change in your capacity to provide consent. In the case where you do not have the capacity to provide consent, consent is obtained from your legal representative.

Disclosure

We will only use or disclose your information when it relates to the primary purpose for which it was collected.

When Goodwin is required to disclose your information to third parties we engage, e.g. contractors, allied health providers, to perform certain functions on our behalf Goodwin has contracts or agreements in place including strict requirements of security and confidentiality and that the service provider only use or disclose the information for the purpose of the contract or agreement.

If you provide us with your information via mobile telephone number, email address, text message, social media or other methods of communication you authorise us to send you information using the same method of communication. Goodwin does not make any disclosures of information to overseas recipients.



Storage and security of information

Goodwin takes all reasonable precautions to protect your information we hold from both internal and external threats by a number of physical and electronic safeguards, including (but not limited to):

- password protection for accessing our electronic IT system
- audit trails of electronic systems, for example, we keep a record (audit trail) of when someone has added, changed or deleted information held in our electronic client management system
- physical access restrictions to IT systems and storage areas
- physical access restrictions to Goodwin premises
- firewalls and cyber security systems.

When no longer required, Goodwin destroys all information in a secure manner.

We also assess the risk of misuse, loss and unauthorised access, modification or disclosure of your information (data breach) by undertaking regular internal and external audits.

Accessing and correcting information

You have the right to ask for access to information that we hold about you, and ask that we correct that information if required. You can ask for access or correction by contacting us. We will respond within 30 days and we may ask you to provide your request in writing. We also may ask you to verify your identity before we give you access to your information, or correct it. If we refuse to give you access to, or correct, your information it will only be in accordance with the Privacy Act 1988 and we will notify you in writing setting out the reasons.

Handling and responding to data breaches

On becoming aware of or suspecting that a data breach may have occurred, Goodwin will act quickly to contain any breach and will undertake a full investigation into the occurrence ensuring appropriate remedial action is taken.

In the unlikely event that a breach may result in serious harm to yourself, you will be contacted and Goodwin will provide you with the necessary information and assistance to implement any recommendations we may make about steps you can take in response to the breach. This notification will also include details on what we have done to control and / or reduce harm and what proposed future steps are planned to ensure the breach does not reoccur.

How to make a complaint

You can complain to us in writing about how we have handled your personal information. We will acknowledge receipt of the complaint within two (2) business days respond to the complainant (in writing) within a reasonable time (no more than 30 days).

How to contact us

You can contact us at:

- feedback@goodwin.org.au
- privacy@goodwin.org.au
- 02 6175 5100
- 22 Marshall Street, Farrer ACT 2607