

## MAKING A COMPLAINT

If you wish to make a complaint about the way we have managed your personal information you may make that complaint verbally or in writing by setting out the details of your complaint to any of the following:

### Residential Site Manager:

St Clair: (08) 8449 0900  
St Agnes: (08) 8397 0200  
Campbelltown: (08) 8360 9100  
St Paul's: (08) 8398 8600

### Community Team Manager:

(08) 8131 2000

### Privacy Officer:

(08) 8131 2000

### Aged Care Quality and Safety Commission

By phone on: 1800 951 822

or online at: <https://www.agedcarequality.gov.au/>

### Office of Australian Information

Commissioner: 1300 363 992

## HOW TO CONTACT US:

If you have any questions in relation to privacy or how we manage your personal information, please contact us on (08) 8131 2000



Address	Level 1, 480 Torrens Road, Woodville North, SA 5012
Phone	(08) 8131 2000
Fax	(08) 8131 2020
Email	<a href="mailto:info@bene.org.au">info@bene.org.au</a>
Web	<a href="http://www.bene.org.au">www.bene.org.au</a>



**PROTECTING  
YOUR  
PRIVACY**

## PROTECTING YOUR PRIVACY

Bene Aged Care is committed to protecting your privacy and to ensuring we can provide you with the best possible care and services.

We are bound by the *Privacy Act 1988* (Cth) (the **Privacy Act**) and the Australian Privacy Principles.

This Privacy Collection Statement should be read in conjunction with our Privacy Policy & Procedure which contains detailed information on how we protect your privacy, including the way in which we may collect, use and disclose your information.

We will provide a copy of our Privacy Policy & Procedure to you when you are admitted to our facility or before we start providing services to you. A copy of our Privacy Policy & Procedure is available if requested.

## COLLECTION OF INFORMATION

Bene Aged Care collect personal information about individuals directly from the individual or their legal representative.

We will only collect information for a purpose that relates directly to our functions and activities as an aged care provider. We understand that you may not want to provide information to us.

The information we request of you is relevant to providing you with the care and services you need.

If you choose not to provide us with some or all of the information we request, we may not be able to provide you with all the care and services you require.

## USE AND DISCLOSURE

We will use and disclose your personal information only for the purpose for which it was collected or for any other purpose that is otherwise directly related to our functions or activities as an aged care provider or otherwise permitted at law.

We will not disclose your information to overseas recipients. If we do, we will take all steps that are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles

Please refer to our *Privacy Policy & Procedure* for more detailed information.

## ACCESS & CORRECTION OF INFORMATION

Our Privacy Policy & Procedure also contains detailed information on how you may access the personal information we hold about you and how you can seek to have your personal information corrected.