

Standard Collection Notice

1. Peninsula Palms collects personal information, including sensitive information about residents and nominated representatives before and during the course of a resident residing at Peninsula Palms. This may be in writing or in the course of conversations. The primary purpose of collecting this information is to enable Peninsula Palms to provide care to the resident.
2. Some of the information we collect is to satisfy the Facility's legal obligations, particularly to enable the Facility to discharge its duty of care.
3. Laws governing or relating to the operation of a Retirement Village and Aged Care Facility require certain information to be collected and disclosed. These include relevant Acts and Public Health Laws.
4. Health information about residents is sensitive information within the terms of the Australian Privacy Principles under the Privacy Act. We may ask you to provide medical reports about residents from time to time.
5. Peninsula Palms may from time to time disclose personal and sensitive information to others for administrative and medical purposes. This includes to other facilities, government departments, medical practitioners, and people providing services to the Facility, including visiting specialists, volunteers and pastors.
6. Personal information collected from residents may be disclosed to their nominated representatives.
7. At this stage, the facility does not store personal information in the 'cloud' - which would mean that it resides on off-site servers. There are limited occasions when cloud storage may involve servers situated outside Australia, in which case appropriate data handling and security arrangements are in place - as required in Australia.
8. Peninsula Palms' Privacy Policy sets out how residents or nominated representatives may seek access to personal information collected about them. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the Facility's duty of care to the resident, or where residents have provided information in confidence.
9. Peninsula Palms' Privacy Policy also sets out how you may complain about a breach of privacy and how the Facility will deal with such a complaint.
10. On occasions information such as excursions and similar activities is published in the newsletters, and on our online media channels. This may include photographs and video clips.