

Information:

You have the right to access and correct your personal information held by Lifebridge. To request access or correction, please submit a written application to us. We will respond to your request in a timely manner and make any necessary updates or changes to your records.

How Long we Keep Your Information:

We will retain your personal information for as long as it is necessary to provide services, comply with legal obligations, or meet our business needs. Once this period ends, your information will be securely deleted or anonymised unless further retention is required by law.

Making A privacy Complaint:

We take all complaints seriously and aim to resolve any concerns promptly and fairly. If you believe there has been a breach of your privacy, you can lodge a complaint with Lifebridge or an external complaints body.

To make a complaint with Lifebridge:

Contact us via phone, email, or in writing.

To lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

Visit www.oaic.gov.au or call 1300 363 992.

If you need this brochure in a different format (e.g., large print, braille, or audio), please let us know, and we will provide it to you in the format that suits your needs.

We are committed to protecting your privacy and ensuring that your personal information is handled with care and respect. If you have any questions or concerns, don't hesitate to reach out. If you would like a copy of the full Privacy & Confidentiality Policy please contact us.

How to Contact Us



1800 043 186



lifebridge.org.au



The Cottage, Cudgen Rd,
Kingscliff NSW 2487



admin@lifebridge.org.au



PO BOx 1403,
Kingscliff NSW 2487



PRIVACY AND YOUR PERSONAL INFORMATION



YOUR PRIVACY IS IMPORTANT TO US

Lifebridge Australia accepts and abides by all Australian laws regarding privacy and your personal information.

TYPES OF INFORMATION WE COLLECT AND HOLD

The type of personal information Lifebridge collects depends on whether you are a customer, staff member, or other related person.

For customers, we may collect the following:

- Your name, address, and contact details
- Date of birth and gender
- Photograph
- Contact details of carers, family members, or health care providers
- Information on legal decision-making (e.g., Power of Attorney)
- Your Advance Care Directive
- Health and medical information related to your support needs
- Pension, Medicare, or Department of Veterans' Affairs details
- Bank account information for billing purposes

For staff, in addition to the above (where applicable), we may collect:

- Police and background checks
- Professional association memberships
- Qualifications, references, and work history
- Driver's license (if required by the role)
- Tax file number and superannuation details

WHY DO WE COLLECT PERSONAL INFORMATION?

We collect your personal information so we can:

- Understand your needs and tailor our services to support you
- Develop individual support plans to ensure appropriate care
- Communicate with your carers, family, and relevant professionals
- Comply with legal and government obligations
- Process billing, invoices, and payments
- Monitor, evaluate, and improve the quality of our services
- Plan and manage our internal databases and systems
- Manage potential conflicts of interest
- Roster and Process payroll for staff
- Conduct staff performance reviews

WHO DO WE SHARE YOUR INFORMATION WITH?

With your consent, we may need to share your information with:

- Commonwealth Government agencies (e.g., Department of Health)
- Other service providers or healthcare professionals involved in your care
- Legal authorities such as Courts or Guardianship agencies
- IT service providers who manage our secure systems
- Research partners conducting studies to improve services

If required by law, we may disclose your information without your consent. You can withdraw or change your consent to share your information at any time by contacting us.

HOW WE KEEP YOUR INFORMATION SECURE

We take steps to ensure that your personal information is secure. Whether stored in hard-copy or electronically, we protect your information by:

- Using secure encrypted systems and advanced virus, malware, and ransomware protection
- Ensuring all staff members sign confidentiality agreements

Access to your personal information is restricted to authorised personnel only, and we regularly review our security protocols to prevent unauthorised access.

YOUR RIGHT TO ANONYMITY AND PSEUDONYMITY

You have the right to interact with us anonymously or under a pseudonym if you choose. Where it is lawful and feasible, we will honor your request. However, providing some services may require us to collect personal information to ensure your safety and wellbeing.

DATA BREACH NOTIFICATIONS

In compliance with the Notifiable Data Breaches (NDB) scheme, if a data breach occurs that is likely to result in serious harm to you, Lifebridge will notify you and the Office of the Australian Information Commissioner (OAIC). We will explain the nature of the breach, what we are doing to address it, and how you can protect yourself.