

Members of the Bolton Clarke Group, including **RSL Care RDNS Limited ABN 90 010 488 454**, **Royal District Nursing Service Limited ABN 49 052 188 717** and **RDNS HomeCare Limited ABN 13 152 438 153** (we, us, our) collect personal information about individuals for a range of purposes to enable us to carry out our functions. We acknowledge and respect the privacy of individuals.

Our privacy policy is available on our website at <https://www.boltonclarke.com.au/about-us/our-policies>. If you would prefer a printed version, please let us know by contacting us on (07) 3251 6200 or [privacy@boltonclarke.com.au](mailto:privacy@boltonclarke.com.au)

Further details about the collection of your personal information are provided below:

Who is collecting your personal information?	Members of the Bolton Clarke Group, including RSL Care RDNS Limited ABN 90 010 488 454, Royal District Nursing Service Limited ABN 49 052 188 717 and RDNS HomeCare Limited ABN 13 152 438 153.
Collection of your personal information	<p>Your personal information is collected:</p> <ol style="list-style-type: none"> <li>a) from you when you provide personal information to us, including by completing agreements, applications, forms, surveys, competitions and questionnaires, making a donation to us or you communicate with us by taking part in a discussion or forum or by email, telephone, in writing or in person;</li> <li>b) when care is provided and when you report information to our staff including about your health;</li> <li>c) from a member of your family, a carer, a close friend, your authorised representative or responsible person, your nominated emergency contact person or the police, each of whom may be able to provide us with information relevant to you where it is unreasonable or impracticable to collect information directly from you;</li> <li>d) from third parties, including other service providers or health professionals;</li> <li>e) from relevant Commonwealth and State government departments or your health insurer;</li> <li>f) from third parties who you have asked to provide your personal information to us, including references or referrals; and</li> <li>g) from you when you wish to be an employee, supplier or contractor of ours.</li> </ol>
Authority for collection	<p>As a retirement, aged care and home and community support service provider, the <i>Aged Care Act 1997</i> (Cth) requires us to collect personal information in certain circumstances. Where we provide health care services to you, we are required to collect and keep records of customers receiving our services.</p> <p>We will handle any personal information collected in accordance with the <i>Privacy Act 1988</i> (Cth), the Australian Privacy Principles and applicable State and Territory health records legislation.</p> <p>When you apply for employment or engagement with us, we are required to collect and verify information about you such as your suitability, employment history, licences and qualifications.</p>
Why do we collect your personal information?	<p>We collect your personal information to provide retirement, aged care, home and community support and health services to you. We also use the information for training and the management of our services.</p> <p>For contractors and suppliers, we collect your personal information to assess your suitability, qualifications, licences and insurance details and, if applicable, subsequently administering</p>

	and managing our engagement of you. For prospective employees, we collect your personal information to assess your suitability for the position for which you have applied.
What would happen if we did not collect your personal information?	If your personal information is not collected, we may not be able to provide the service, assistance, engagement or employment you seek.
Who will we disclose your personal information to?	<p>Depending on the service or assistance sought, we usually disclose personal information to the following types of people or organisations:</p> <ul style="list-style-type: none"> <li>a) funding bodies and Commonwealth and State government departments;</li> <li>b) your authorised representative/s;</li> <li>c) to staff or other service or health providers involved in providing services to you or your care (including nurses, physiotherapists, occupational therapists) or administrative staff (involved in preparation of documentation, billing and other administrative and management duties); and</li> <li>d) any third party that you request or authorise us to.</li> </ul> <p>For prospective employees, contractors and suppliers, we may disclose your information to third parties to assist us in considering you for a position (including suitability) and, if applicable, subsequently administering and managing our engagement or employment of you. For employees, we disclose your employment information when requested by another employer if you record us as a referee on your application with them.</p> <p>We also disclose your personal information if required by or authorised by or under an Australian law or a court or tribunal order.</p>
Access to and correction of your personal information	Our privacy policy contains information about how you may access and seek correction of personal information about you that we hold.
Privacy complaints	Our privacy policy contains information about how you may lodge a complaint about a possible breach of the Australian Privacy Principles and how we deal with complaints.
Contact details	<p>Our Privacy Officer handles any enquiries, requests and complaints relating to the Privacy Act. Our Privacy Officer can be contacted by:</p> <p style="padding-left: 40px;">Post: Level 3, 44 Musk Avenue, Kelvin Grove, QLD 4059</p> <p style="padding-left: 40px;">Phone: (07) 3251 6200</p> <p style="padding-left: 40px;">Email: <a href="mailto:privacy@boltonclarke.com.au">privacy@boltonclarke.com.au</a></p>
Overseas disclosure of your personal information	Generally, we do not disclose personal information to entities outside of Australia. We have engaged a select number of overseas contractors and consultants to whom we may disclose personal information and the countries in which they are located are listed in our privacy policy. If we need to disclose your personal information to an overseas recipient, we will take reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles, unless we reasonably believe the disclosure is necessary or authorised by Australian law or a court or tribunal order.