

Silverchain Privacy Consent form

Please read this information carefully as it sets out how Silver Chain Group Limited and its related companies (collectively **Silverchain, we, us or our**) will collect, use and disclose your personal information. If you have any questions about anything you don't understand, or want to know more about, please ask us.

As a client of Silverchain, we may collect personal information which relates to you, including your name, date of birth, phone number, address, email address, financial and banking information, government identifiers (such as your Medicare number or your Department of Veterans Affairs number), photos of you, and sensitive information such as your health information, ethnicity (including Aboriginal and Torres Strait Islander status) and religion (**Your Information**).

We need to collect, use, store and disclose Your Information to provide our care and services to you. We will typically collect Your Information directly from you where it is reasonable and practicable to do so. However, we may also collect Your Information from other people or organisations, such as your doctor, your representatives, or other organisations or government agencies who refer you to us (such as through the government's My Aged Care Portal). If you don't provide us with Your Information, we may not be able to provide care and services to you.

We may use Your Information in a number of ways, including:

- a. to manage our relationship with you;
- b. to obtain and manage government funding for you for our services;
- c. to comply with our legal and regulatory obligations;
- d. to review, develop, monitor, evaluate, benchmark and improve our services, including to undertake quality improvement reviews and surveys;
- e. to train and educate staff employed or engaged by us;
- f. with your consent, to promote our brand and services;
- g. with your consent, to undertake fundraising activities;
- h. to manage and respond to complaints;
- i. to process payments and billing for our services; and
- j. for other purposes required or authorised by or under law, including purposes for which you have provided your express or implied consent.

We may use your de-identified information for quality improvement, research and benchmarking purposes. We may also disclose de-identified information to third parties (such as research partners) for the same purposes.

If we wish to use Your Information for research purposes, we will contact you about the specific research project and seek your consent to participate, unless an ethics committee has given approval otherwise.

We may disclose Your Information to other persons and organisations, including to:

- a. your treating medical practitioners, allied health professionals, pharmacists or others involved in your care;
- b. medical centres and hospitals attended by you;
- c. persons employed or engaged by us who may assist in providing you care and services;
- d. your representatives, family members or substitute decision makers;
- e. government departments and agencies, or bodies or functions administered by government departments and agencies;
- f. parties involved in a prospective or actual transfer of Silverchain's assets or business;
- g. our related companies; and
- h. other persons or organisations engaged by Silverchain to assist us in carrying out the above activities such as data storage providers, IT support providers, insurers and professional advisors. Some of our service providers to which we may disclose Your Information may be located overseas. A list of the countries in which these service providers are located is available on our website.

Please refer to Silverchain's Privacy Policy <https://silverchain.org.au/privacy/> for more information about how Silverchain handles personal information including how to seek access to or correct Your Information, change your privacy preferences or submit a privacy complaint and how that complaint will be handled. Please contact The Privacy Officer, Silverchain, privacy@silverchain.org.au or on **(08) 9242 0242** in relation to any queries about the manner in which personal information is handled by Silverchain.

If you would like a copy of this form for your records, please ask your Silverchain care team.