



# Treeview Estates Privacy Statement

Treeview Estates Pty Ltd ABN 13 123 741 056 (“Treeview”, “we”, “us”, “our”) is committed to protecting your privacy and to ensuring we can provide the best possible facilities and services. As part of this commitment this Privacy Statement outlines how Treeview manages the personal information we collect and hold about our residents, service providers, suppliers and employees.

## What information do we collect?

To effectively perform its function as a retirement village operator we need to collect certain personal information. We may therefore request information about:

- your name, gender, address, phone number(s), email address and other contact information;
- the name, address and phone number(s) and other contact information for your emergency contacts
- your date of birth;
- your health status;
- your financial institutions for billing purposes or payment of wages and salaries or accounts;
- records of our interactions with you such as notes, either paper-based or electronic;
- preferences for activities and/or events; and
- feedback on our services.

## How do we collect your information?

Information may be collected via conversations we have with you or your nominated representative either in person, on the telephone, via email or other electronic means and forms we may ask you to complete either written or online.

When collecting personal information, Treeview will, where possible, indicate the purpose for the collection and use of the information, to whom it may be disclosed and how you can request access to the information. Treeview only collects information that is necessary for Treeview to perform its functions as a retirement village operator.

Treeview will always endeavour to collect all information directly from you. However, from time to time, we may also collect information from other sources, such as from your family or nominated representative(s) or from previous employers about your work history and performance. If you choose not to provide us with information we request, we may not be able to provide you with the facilities and services you require or provide you with employment.

## How do we use your information?

Treeview uses the personal information it collects for the purposes of providing retirement village services and for the effective operations of its business. This includes, but is not limited to, using information to:

- provide appropriate facilities,
- provide your updated personal information our service providers in order for us to provide services, such as emergency call services, to you
- update our records and keep your contact details up to date
- enable contact and lawfully liaise with substitute decision maker(s) regarding a resident’s health status
- undertake quality assurance and stakeholder satisfaction activities

- practice effective risk management
- resolve concerns
- assess the performance of our website and to improve, optimise and protect its operation
- undertake employee selection, recruitment and management activities

### **When do we disclose information?**

Three Tree Lodge will only disclose personal information for the particular purpose for which it was collected and to provide and manage the facilities and services it provides to residents. Treeview may disclose information to third parties including, but not limited to:

- service providers and suppliers engaged by us;
- health professionals and health services that may be involved in managing or treating you;
- any persons acting on our behalf, including professional advisers and consultants;
- any authority, agency or individual, where disclosure is permitted or required by law.

Where Treeview engages contractors, service providers or others to act on our behalf, we will take reasonable steps to protect the privacy of all information disclosed and require such parties to comply with any relevant privacy laws. You have the right to ask these organisations or contractors for access to information they hold about you. If we send your personal information outside of Australia we will require that the recipient of the information complies with privacy laws and contractual obligations to maintain the security of the data.

### **How do we protect your information?**

Treeview holds personal information in a combination of secure electronic and hard copy formats. We take all reasonable steps to ensure that any personal information held by us is protected from misuse, loss and unauthorised modification or disclosure. Such steps include, secure physical storage of documents, office premises security measures, network and communications security measures and quality systems procedures. Treeview will keep information for as long as it is required to be able to provide the intended service(s) or to meet legal and regulatory requirements. Treeview will take reasonable steps to permanently de-identify or securely destroy personal information that we no longer require for any purpose except in limited permitted circumstances.

Treeview will take reasonable steps to ensure that personal information it collects, uses and discloses is accurate and current. It does so via its own internal quality systems and auditing procedures.

If you believe any information that we hold about you is incorrect, incomplete or out-of-date, please contact us. We will respond to your request within a reasonable period and will take reasonable steps to amend your records.

### **How do you access your information?**

You have a right to reasonable access to any information that Treeview holds about you. To request access to your information, please contact the Resident Services Manager (contact details are outlined below). At the time you make your request, we may ask you to provide a written request detailing the information you are seeking to access and if you are an authorised representative, to provide documented evidence that lawfully authorises you to act on the individual's behalf. We reserve the right to charge for providing access to certain information, as permitted by law and you will be informed of this at the time of your request. We will always

endeavour to meet your request for access within a reasonable timeframe and in the manner requested by you if your request is reasonable.

However, in some circumstances we may decline a request for access to information such as where we no longer hold the information, or where denying access is permitted or required by law. If we are unable to give you access to the information you have requested, we will give you written reasons for this decision when we respond to your request.

### **How do we use and protect online data?**

When you access Treeview's website, anonymous technical information may be collected about user activities on the website. This may include information such as the date and time you accessed the website, the type of browser used, the pages of the website you visited and any documents you downloaded. This information is used by us to make decisions about maintaining and improving our website and online services. This information remains anonymous and is not linked in any way to personal identification details. We may provide links to useful websites on our website. While we have confidence in these websites these linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using that website and its privacy statement

### **Contacting Treeview**

If you have any questions or feedback about this privacy statement or how your personal information is handled by Treeview, you can contact the Resident Services Manager. We are happy to provide a copy of our comprehensive Privacy Policy on request. You can contact us by telephone, mail or email.

#### **MAIL**

Private and Confidential  
Resident Services Manager  
Treeview Estates  
9 Col Drew Drive  
South Bowenfels NSW 2790

#### **EMAIL**

office@treeview.com.au

#### **TELEPHONE**

02 6352 4805

Treeview will manage any concerns in relation to your information internally, directly with you. If you are not satisfied with our response, or if you do not feel your complaint has been resolved, you can seek advice from the Office of Australian Information Commissioner by telephoning 1300 363 992.