



## Privacy Policy

### Allegiance Heart & Home Care Pty Ltd

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|----------------|------------------------------------------------------------------------------------------------|
| Effective date | 10 <sup>th</sup> June 2026                                                                     |
| Website        | <a href="http://www.allegiancehearthomecare.com.au">www.allegiancehearthomecare.com.au</a>     |
| Email          | <a href="mailto:admin@allegiancehearthomecare.com.au">admin@allegiancehearthomecare.com.au</a> |
| Phone          | 02 8730 9049                                                                                   |
| Address        | 25 Restwell Street, Bankstown NSW 2200                                                         |

#### 1. Purpose of this Privacy Policy

Allegiance Heart & Home Care Pty Ltd respects your privacy and is committed to protecting the personal information we collect, hold, use and disclose.

This Privacy Policy explains how we manage personal information, including information collected through our website, intake processes, care services, Support at Home services, self-management support portal, forms, emails, telephone calls, documents, worker onboarding processes and other communication channels.

This policy applies to older people and participants receiving or enquiring about our services; family members, representatives, nominees, guardians and support people; workers, contractors, suppliers and service providers; prospective employees, applicants and volunteers; website visitors; and users of our secure self-management support portal.

#### 2. Laws and standards we follow

Allegiance Heart & Home Care manages personal information in accordance with applicable Australian privacy, aged care and health information requirements, including the Privacy Act 1988 (Cth), the Australian Privacy Principles, applicable aged care laws, rules and quality standards, applicable health records and information privacy laws, and contractual, funding and regulatory obligations relevant to aged care and home care services.

We also aim to support the privacy, dignity, choice, safety and rights of people receiving care.

#### 3. Types of personal information we collect

The personal information we collect depends on your relationship with us and the services you request or receive. We may collect name, date of birth, gender, contact details, address and service location, emergency contacts, representative or guardian details, My Aged Care referral and approval information, support plan details, care needs, preferences, goals, risks and service requirements.

Where relevant to care, we may collect health information, medical history, medication information, clinical notes, cultural, language, communication, religious or social preferences, care plans, service plans, progress notes, care notes and review records.

We may also collect incident, complaint, feedback, hazard and risk records; invoices, receipts, quotes, budgets, contribution information and payment-related information; documents uploaded through our portal or provided to our

team; portal account details, login records, user permissions and audit logs; correspondence with us; and worker or supplier compliance details such as ABN, insurance, qualifications, police checks, screening and training records.

We only collect sensitive information, including health information, where it is reasonably necessary for our services, where you have consented, or where we are otherwise permitted or required by law.

#### **4. How we collect personal information**

We may collect personal information directly from you, from your authorised representative, family member, nominee, guardian or support person, through My Aged Care, referral pathways or government systems where authorised, through intake forms, consent forms, agreements and service documents, through our website enquiry forms, through our secure self-management support portal, from workers, suppliers, contractors and associated providers, from health professionals or other care providers involved in your care, through telephone calls, emails, SMS, meetings, home visits and care reviews, and through incident, complaint, feedback and risk reporting processes.

Where reasonable and practicable, we collect personal information directly from you.

#### **5. Why we collect, use and disclose personal information**

We collect, use and disclose personal information so we can provide safe, appropriate and coordinated care and support.

This may include responding to enquiries; assessing service suitability and eligibility for our services; onboarding participants, representatives, workers, suppliers and contractors; developing, reviewing and updating care plans and service arrangements; delivering Support at Home, home care, aged care, NDIS or related services; supporting self-management arrangements; reviewing worker and supplier compliance documents; managing invoices, claims, budgets, contributions and payments; coordinating services with authorised people and providers; communicating with you and your authorised contacts; monitoring quality, safety, incidents, complaints and risks; meeting legal, funding, audit, reporting and regulatory obligations; maintaining records; improving our services, systems, training and governance; and protecting the safety, wellbeing and legal rights of participants, workers and others.

We will not use or disclose your personal information for unrelated purposes unless you have consented, or we are required or permitted by law.

#### **6. Self-Management Support Portal**

Allegiance Heart & Home Care may provide approved participants and authorised representatives with access to a secure self-management support portal.

The portal may allow approved users to submit self-management enquiries and setup information; view approved service information; submit worker or supplier details for review; upload documents, quotes, receipts, invoices and service evidence; submit care notes, feedback, incidents, risks or complaints; view budget, approval or service information where available; sign documents electronically; and communicate with Allegiance Heart & Home Care.

Portal access is only available to approved users. Submitting an enquiry does not automatically create a portal account.

Portal users must keep their login details confidential and must not share access with another person. If you believe your portal access has been compromised, please contact us immediately.

#### **7. Role-based access and user permissions**

We use role-based access controls to help ensure users only access information relevant to their role and authority.

Participants may access their own approved information. Authorised representatives may access information within the authority given. Workers and suppliers may only access limited information required to deliver approved services. Care managers may access information needed to coordinate and review care. Finance and administration staff may

access the information required for invoicing, claims and record keeping. Quality and management staff may access information required for compliance, incidents, complaints, audits and governance.

We may keep audit logs of portal activity, including access, uploads, downloads, edits, approvals, signatures and other system actions.

## **8. Disclosure to third parties**

We may disclose personal information to third parties where necessary for care, support, business operations or legal compliance.

This may include authorised family members, representatives, nominees, guardians or support persons; My Aged Care, Services Australia, government agencies or funding bodies; aged care regulators or complaints bodies; health professionals, hospitals, allied health providers and pharmacies; workers, contractors, suppliers and associated providers involved in your care; technology providers, software platforms, secure hosting providers and IT support providers; accounting, legal, audit, insurance or professional advisers; emergency services; law enforcement, courts or regulators where required or permitted by law.

We take reasonable steps to ensure third parties handle personal information appropriately and only for authorised purposes.

## **9. Overseas disclosure**

Allegiance Heart & Home Care aims to use Australian-hosted systems where practicable, particularly for systems holding aged care, health, participant, worker, portal and compliance records.

However, some technology services may involve support, backup, processing or access from outside Australia. Where this occurs, we take reasonable steps to ensure appropriate privacy and security protections are in place.

If a specific system requires overseas disclosure of personal information, we will manage this in accordance with applicable privacy laws and our contractual and compliance obligations.

## **10. Data security**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures may include secure login and password controls, multi-factor authentication where required or configured, role-based access controls, encryption and secure transmission where available, restricted access to sensitive records, audit logs and access monitoring, secure document storage, staff privacy and confidentiality training, secure disposal and archiving processes, incident and data breach response procedures, and backup and recovery processes.

No electronic system can be guaranteed to be completely secure. We encourage users to keep their passwords confidential and notify us immediately of any suspected unauthorised access.

## **11. Data breaches**

If we become aware of a suspected or actual data breach, we will take steps to contain, assess and respond to the incident.

Where required by law, we will notify affected individuals and the Office of the Australian Information Commissioner under the Notifiable Data Breaches scheme.

We may also notify relevant regulators, funding bodies or other authorities where required.

## **12. Direct marketing**

We may use your contact details to send you information about our services, updates or resources where permitted by law.

You may opt out of marketing communications at any time by contacting us or using the unsubscribe option where available.

We will not sell your personal information to third parties.

### **13. Website and cookies**

Our website may collect limited technical information such as IP address, browser type, device information, pages visited, date and time of access and general website usage data.

We may use cookies or similar technologies to improve website functionality, security and user experience.

You can adjust your browser settings to block cookies, but some website features may not work properly.

### **14. Accessing and correcting your personal information**

You may request access to the personal information we hold about you. You may also request correction if you believe your information is inaccurate, incomplete, out of date or misleading.

We may need to verify your identity before releasing or correcting information. In some circumstances, we may refuse access or corrections where permitted by law, such as where access would affect another person's privacy or safety, or where the request is unlawful, unreasonable or restricted by legal obligations.

To request access or correction, contact us using the details at the end of this policy.

### **15. Consent and authorised representatives**

Where appropriate, we may seek your consent to collect, use or disclose personal information.

If you have an authorised representative, nominee, guardian, power of attorney or support person, we may collect and share information with them according to the authority provided and applicable law.

You should tell us if your representative arrangements change.

### **16. Anonymity and pseudonymity**

Where lawful and practicable, you may choose to interact with us anonymously or using a pseudonym.

However, for most care, support, portal, worker onboarding, invoicing, compliance and government-funded services, we need accurate identifying information to provide services safely and meet legal and funding requirements.

### **17. Retention of personal information**

We retain personal information for as long as we need to provide services, meet legal, funding, insurance, audit and regulatory obligations, resolve disputes and maintain business records.

When information is no longer required, we will take reasonable steps to securely destroy, delete, de-identify or archive it in accordance with our legal and operational requirements.

### **18. Complaints and privacy concerns**

If you have concern about how your personal information has been handled, please contact us first so we can try to resolve the matter.

Please include your name, contact details and a description of your privacy concern. We will acknowledge your complaint and aim to respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner.

### **19. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our services, legal requirements, technology, systems or business operations.

The current version will be available on our website or on request.

## 20. Contact us

For privacy questions, access requests, correction requests or complaints, please contact Allegiance Heart & Home Care Pty Ltd.

**Phone: 02 8730 9049**

**Email: [admin@allegiancehearthomecare.com.au](mailto:admin@allegiancehearthomecare.com.au)**

**Website: [www.allegiancehearthomecare.com.au](http://www.allegiancehearthomecare.com.au)**

**Address: 25 Restwell Street, Bankstown NSW 2200**

## Version control

| Version | Date                       | Approved by |
|---------|----------------------------|-------------|
| 1.0     | 10 <sup>th</sup> Juen 2026 | CEO         |