



Brightwater  
We see what others don't



How we keep  
your information

safe



# At Brightwater, **care** is at the **core** of what we do.

We provide aged care and disability services – but it goes much further than that.

For us, it's about taking the time to see our clients for who they are – their characters, their stories, their hopes and their dreams.

Everyone deserves a better quality of life, and by keeping our clients at centre stage, we support them to live a colourful, connected and cared-for life.

Because for us, it's not just about the circumstance – it's about the person behind it.

*Where some see lines on a face,  
we see a life well lived.*

*Where some see a barrier,  
we see a new path.*

*Where some see a person,  
we see their whole story.*

**Brightwater. We see what others don't.**



## **Your personal information is very important and should be protected**

Brightwater is committed to ensuring personal information is managed in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs).

The APPs form the foundation of Brightwater's Privacy Policy, which has been designed to protect the privacy of our clients and all other people associated with providing services for Brightwater.

This brochure provides an overview of how Brightwater manages and protects your personal information, as well as the ways in which that information may be used and disclosed.



## **Information collection and use**

Brightwater collects personal information, including sensitive information and health information, about our clients for the purpose of assessing suitability for admission, providing the appropriate care and/or services, liaising with government agencies and reporting for funding purposes.

Brightwater also collects personal information from individuals who provide services to our organisation, such as doctors, hairdressers, pharmacists, suppliers and general contractors, in order to help us make decisions and ensure we meet legal and auditing requirements.

Brightwater may utilise client and other contact information to send you organisational updates, surveys and other communications about Brightwater and our services.



## Disclosure

Your personal information, including sensitive information, may be accessed and disclosed to approved external health care professionals and service providers (e.g. doctors) who provide services involved in your care, as well as to your nominated Responsible Person, provided that certain guidelines are met.

In addition, your information may be reported to government agencies for the ongoing funding and accreditation of our services.



## Access and correction

You may request access to and seek correction of the personal information Brightwater holds about you. Our Privacy Policy contains information about how you may do this.



## **Application for access to personal information**

If you wish to access your personal information, you can complete and submit the Request access to review your information form, available upon request via [healthinformation@brightwatergroup.com](mailto:healthinformation@brightwatergroup.com).

If you wish to access the personal information of another person, you can complete and submit the Request access to information of another person form, available upon request via [healthinformation@brightwatergroup.com](mailto:healthinformation@brightwatergroup.com).

You must provide applicable documents which authorise your access.

While Brightwater does not charge an application fee, we will advise of and administration, printing and delivery costs that that may apply. Your request will usually be processed within 30 days. In the event your request is refused, you will be notified of the reason for declination.



## **Application to amend or correct health records**

If you wish to amend or correct your personal information held in your health record, you can complete and submit the Application to amend health records form, available upon request via [healthinformation@brightwatergroup.com](mailto:healthinformation@brightwatergroup.com).

If we do not believe an amendment is required, an addendum may be inserted into the record.



**Brightwater**

**Brightwater Care Group**

Brightwater House, Level 3  
355 Scarborough Beach Road  
Osborne Park WA 6017

**T** 1300 223 968

**E** [healthinformation@brightwatergroup.com](mailto:healthinformation@brightwatergroup.com)

**W** [brightwatergroup.com](http://brightwatergroup.com)

**ABN** 23 445 460 050 **ACN** 612 921 632

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**Office of the Australian Information Commissioner**

GPO Box 5218 Sydney NSW 2001

**T** 1300 363 992

**TTY** 133 677

**E** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

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