

# Your privacy

Your privacy is important to us.  
MercyCare will do the following when  
handling your personal information.



## When collecting your personal information, we will:

- Ask for your consent
- Only collect information needed to provide you a service
- Only collect information from you, your parents or guardian, unless this is not possible
- Only collect information in a trustworthy way

\*MercyCare complies with the Privacy Act 1988 (Cth). MercyCare's Privacy Policy is located on our website: [mercycare.com.au/privacy](https://mercycare.com.au/privacy)

## When using your personal information, we will:



- Only allow authorised people involved in providing you a service to use it
- Use it to provide you a service

\*MercyCare may use your personal information for internal processes and to let you know about our services. You can let us know if you don't want to receive this information.

## When disclosing your personal information, we will:

- Ensure you have consented, unless:
  - Yours or others health and/or safety is at risk or
  - It is required by law.
- Check your identity to make sure it is you or an authorised person receiving the information

\*We may have to let a person who is responsible for you, like a family member, know your health information if:

- It is needed for your correct care or treatment
- You cannot communicate consent.



## When holding your personal information, we will:

- Only hold it for the legally allowed time
- Make sure it is kept safe and secure
- Destroy information securely.

## MercyCare contact details:

You can ask MercyCare to see, correct or complain about your personal information we keep by contacting:

**Your Service Manager** – who provides your services or

**Our Quality Services Team:**

 **Email** [privacy@mercycare.com.au](mailto:privacy@mercycare.com.au)

 **Telephone** 08 9442 3444

 **Post** MercyCare, PO Box 202, Wembley, WA 6913  
Attention: Quality Services Team