

Privacy and Your Information

Your privacy matters

Videri respects your privacy.

Everyone has the right to:

- Have their personal information kept private
- Be treated with dignity and respect
- Know how their information is used
- Ask questions or make a complaint

We follow Australian privacy laws.

Your information is handled safely and respectfully.

What is personal information?

Personal information is information about you.

This can include:

- Your name, address, phone number, or email
- Health and medical information
- Information about your care or support
- Information about your family or representative

Some information is sensitive, like health information. This needs extra protection.

Who does this apply to?

- People who receive services from Videri
- Family members, carers, or representatives
- Visitors to Videri homes or services
- Videri team members, contractors, and volunteers

Why does Videri collect information?

Videri collects personal information to:

- Provide safe and good care and support
- Understand your needs and preferences
- Meet legal and funding requirements
- Communicate with you and your family
- Improve our services

We only collect information that is needed.

How does Videri collect information?

- Videri collects information:
- Directly from you, with your consent
- From your authorised representative, with your consent
- From other services or agencies, if allowed by law

We explain why we are collecting information and how it will be used.

Consent and choice

- Videri will:
- Explain things in a way you can understand
 - Ask for your consent before using or sharing your information
 - Respect your choices wherever possible

If you cannot give consent, we will ask your legally authorised decision maker.

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Using and sharing information

Videri may share your information:

- With your consent
- To provide your care and support
- With health professionals involved in your care
- When required by law

We do not sell your personal information.

Keeping your information safe

Videri takes steps to protect your information:

- Secure computer systems and passwords
- Limited access to information
- Locked storage for paper files
- Team members receive training on privacy

We work to prevent loss, misuse, or unauthorised access.

Accessing your information

You can:

- Ask to see the information we hold about you
- Ask for a copy

We will respond within a reasonable time.

Correcting your information

If something is wrong:

- You can ask us to correct your information
- We will update it if needed

If we cannot change it, we will explain why.

Data breaches

Sometimes things go wrong.

A data breach is when personal information is:

- Lost
- Accessed without permission
- Shared by mistake

If a serious data breach happens:

- We will act quickly
- We will tell you if you are affected
- We will report it to the right authorities and support any investigation needed

Complaints or questions about privacy

If you have concerns or questions about our privacy policy you can contact our privacy officer:

Mail: Privacy Officer, Level 2, 425–429
Pacific Highway, Crows Nest NSW 2065

Email: privacyofficer@videri.com.au

Telephone: 1300 015 406

You can ask the Privacy Officer for help to:

- Access your personal information
- Correct your personal information
- Make a complaint about a privacy matter
- You will not get in trouble for making a complaint.

Videri is committed to:

Key message

Your privacy is important.

Respect

Safety

Transparency

Protecting
your
personal
information