

25th June 2014

Dear Residents and Persons Responsible,

RE: Updated Privacy Policy and the Australian Privacy Principles

We are writing to let you know about recent changes to SummitCare's policies and procedures in line with the new Australian Privacy Principles.

At SummitCare we take the handling of personal and sensitive information very seriously. SummitCare has had policies in place for many years concerning the appropriate handling and protection of information and these policies are regularly monitored by various agencies. Recently we have conducted a review our policies and procedures.

Our Privacy Policy is found on our website, by following the link to the tab that says Privacy Policy or by going directly to: <http://www.summitcare.com.au/privacy-policy>. If you do not have internet access then please see our warm reception or management staff members and they will happily print you off a copy.

Some matters that you need to be aware of under the new Australian Privacy Principles include:

- that our privacy policy sets out how to correct or obtain access to information;
- that our privacy policy sets out how to make a complaint;
- that SummitCare may collect sensitive information (including racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, or criminal record);
- that information may be collected from third parties;
- that information may be disclosed outside Australia;
- that information may be used for direct marketing purposes (unless persons have elected to opt out).

At SummitCare we value your feedback. Should you have any feedback or questions, please raise them with the Operations Manager at the Centre where you/your resident resides.

If you do not consent to collection or use of your personal and/or sensitive information in the manner set out above and in our privacy policy, or should you have a complaint about how we handle personal

or sensitive information, then please contact me:

- by email: complainttoCEO@summitcare.com.au
- in writing: PO Box 6684, Baulkham Hills BC NSW 2153
- or by telephone: 1300 68 55 48.

Every member of our team is here to help!

Sincerely

A handwritten signature in black ink, appearing to read 'Cynthia Payne', with a stylized flourish at the end.

Cynthia Payne

SummitCare Privacy Officer and CEO

