

Attachment 1: Types of Personal Information we collect



The below outlines the type of Personal Information we collect and the reason for collecting it.

Relationship with us	Type of personal information we may collect including, but not limited to:	Types of sensitive information we may collect including, but not limited to	Why we collect the Personal Information includes but is not limited to
Customer	<ul style="list-style-type: none"> • Name, addresses, contact details and date of birth • The manner in which a Customer interacts with us, our services and activities • Records of how a Customer has communicated with us, what services they have received, their preferences, and their history with us • Details of next of kin, emergency contacts, substitute decision makers and relatives • Financial information, including asset and income information, bank account details, credit and debit card details • Pension and Department of Veterans' Affairs details, and payment and transaction history • Government related identifiers i.e., Medicare numbers 	<ul style="list-style-type: none"> • Health and medical information, • Family, social and medical histories • Racial or ethnic origin • Religious beliefs or affiliations • Philosophical beliefs 	<p>To provide care services, process payments, manage care plans, communicate with Customers or their representatives, comply with regulatory requirements, and ensure the safety and wellbeing of the Customer.</p>

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	<ul style="list-style-type: none"> • CCTV footage – only at ACH Group sites where ACH Group management consider CCTV necessary • Marketing preferences • Website usage data (pages accessed) 		
Relatives or Authorised Representatives of Customers	<ul style="list-style-type: none"> • Name, addresses, contact details • Emergency contact status • Power of attorney or guardianship documents • Decision making authority • CCTV footage – only at ACH Group sites where ACH Group management consider CCTV necessary • Marketing and communication preferences • Website usage data (pages accessed) 	<ul style="list-style-type: none"> • Health or mental health information, if it affects the ability to act as a representative 	To communicate on behalf of the Customer, make care-related decisions, manage and coordinate care services, ensure legal and regulatory compliance, and support the Customer’s wishes and care needs.
Workforce	<ul style="list-style-type: none"> • Name, addresses, contact details and date of birth • Curriculum vitae including work history and qualifications • Tax file numbers and bank details • Nominated superannuation provider 	<ul style="list-style-type: none"> • Health information (i.e., vaccination status) • Racial or ethnic origin, religious beliefs or sexual orientation which may be collected for equal opportunity monitoring but not for discrimination purposes 	To manage the relationship with the employee, for Work, Health and Safety incidents and compliance, in some circumstances as part of surveillance i.e., via CCTV.

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	<ul style="list-style-type: none"> Financial information CCTV footage – only at ACH Group sites where ACH Group management consider CCTV necessary 	<ul style="list-style-type: none"> Union or professional association membership Criminal record 	
Job Applicant and Referees	<ul style="list-style-type: none"> Name, addresses, contact details and date of birth Information provide in curriculum vitae and cover letters Employment history and qualifications Information from interview Tax file numbers and bank details Referee reports and performance information CCTV footage – only at ACH Group sites where ACH Group management consider CCTV necessary Website usage data (pages accessed) 	<ul style="list-style-type: none"> Health information (i.e. vaccination status or medical assessments) Racial or ethnic origin, religious beliefs or sexual orientation which may be collected for equal opportunity monitoring but not for discrimination purposes Union or professional association membership Criminal record 	To assess eligibility for roles, ensure fair recruitment practices, verify qualifications, process applications, ensure legal compliance in recruitment, and monitor workplace diversity.

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Contractors and Prospective Contractors (including health service providers)	<ul style="list-style-type: none"> • Name, contact details • ABN • Work history • Health and safety compliance records • Tax file number • Right to work documentation • General financial information • CCTV footage – only at ACH Group sites where ACH Group management consider CCTV necessary • Website usage data (pages accessed) 	<ul style="list-style-type: none"> • Health information (i.e. vaccination status) • Racial or ethnic origin, religious beliefs or sexual orientation which may be collected for equal opportunity monitoring but not for discrimination purposes • Union or professional association membership • Criminal record 	To engage contractors, verify qualifications, manage contracts, ensure legal and regulatory compliance, and safeguard the quality and safety of services provided to Customers.
Students on work placement	<ul style="list-style-type: none"> • Name, contact details • Emergency contacts • Academic Transcripts • Work placement history • CCTV footage – only at ACH Group sites where ACH Group management consider CCTV necessary • Website usage data (pages accessed) 	<ul style="list-style-type: none"> • Health information (i.e. vaccination status) • Racial or ethnic origin, religious beliefs or sexual orientation which may be collected for equal opportunity monitoring but not for discrimination purposes • Union or professional association membership • Criminal record 	To manage the placement, ensure health and safety of students and provide adequate support during the placement.

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Donors	<ul style="list-style-type: none"> • Name, contact details • Donation details or history • Marketing and communication preferences • General financial information • Website usage data (pages accessed) 	<ul style="list-style-type: none"> • Political opinions • Religious beliefs or affiliations • Philosophical beliefs 	To process donations, send receipts, maintain communication regarding donations and fundraising activities, ensure compliance with tax and legal requirements, to build ongoing donor relationships.
Other Individuals who come into contact with us	<ul style="list-style-type: none"> • Name, contact details • Reason for interaction • Correspondence records • Marketing preferences • Website usage data (pages accessed) • CCTV footage – only at ACH Group sites where ACH Group management consider CCTV necessary 	<ul style="list-style-type: none"> • Health information if its voluntarily shared for interactions related to health services • Ethnic or racial background, religious beliefs 	To respond to inquiries, communicate with individuals, manage interactions, improve services or ensure compliance with legal and privacy standards.