



Policies and Procedures Rescare Homes Trust Incorporated

Policy No 2.13.1

PRIVACY STATEMENT

Policy:

At the Rescare Homes Trust we collect personal information about each person we support including:

- Name
- Alternative family name(s) if applicable
- Date of birth
- Gender
- Ethnicity
- NHI number*
- Date of admission to Rescare
- Reason for entry to Rescare
- Medical alerts and information
- general practitioner's name
- Person's interactions with us
- Contact details (first and second contact details)
- referrer's name
- Person's bank account number and billing information

*We collect the NHI number along with other personal information in order to provide a health and disability service as per our contract with the Ministry of Health in accordance with the Health and Disability Sector Standards which we are certified against.

Besides our staff, we only share this information with other agencies in order to provide a health and disability support service.

We keep the information safe by holding it in a secure location and not releasing it to others.

We keep the information for 10 years at which point we destroy it by shredding using a secure document destruction service.

The resident / advocate / welfare guardian have the right to ask for a copy of any personal information we hold about their relative and to ask for it to be corrected if it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at 09 267 9812 or 09 267 9808.

Related Policies:

- 2.10 The Code of Health and Disability Services Consumers' Rights
- 2.11 The Human Rights Act: Protection Against Discrimination For People with Disabilities
- 2.13 Confidentiality and privacy for residents
- 2.23 Record Keeping
- 2.26 Continuity of Care



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- 2.6 Decision Making / Informed Consent
- 1.9 Complaints
- 3.14 Disciplinary Action
- 3.15 Grounds for Disciplinary Action
- 2.14 Resident Privacy
- 5.13 Evacuation Procedures
- 3.4 Employment Agreement – Schedule Two

Quality Indicators:

Number of breaches of confidentiality
Number of breaches of privacy
Resident / family / whanau / advocate satisfaction
Number of complaints