Birchmere.

PUBLISHED POLICY

Privacy Policy

How we handle your personal and health information

Version 1.0 · Effective 1 September 2026



1. Who we are

1.1 Birchmere Group Pty Ltd, ABN 47 700 637 896, of Level 8, 28 University Ave, Canberra ACT 2601. In this policy, "we" and "Birchmere" mean that company, and "you" means any person whose personal information we hold.

1.2 We handle personal information under the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Where we hold health information about someone in New South Wales, Victoria or the Australian Capital Territory, the health records legislation of that jurisdiction also applies.

2. What we collect

2.1 We collect only what we need to arrange and deliver care safely.

Contact and identity	Name, address, date of birth, phone, email, and the same details for a family member or representative and an emergency contact.
Health information	Mobility, capabilities, allergies, and any condition that affects how care is delivered safely. This is sensitive information and we collect it only with consent.
Care information	The support selected, preferences such as interests and language, visit records including start and finish times, and notes a carer makes about a visit.
Visit location	The place a carer checks in and out of each visit, with the time. It confirms the visit took place and supports billing and safety. We do not track carers between visits.
Payment information	The payment method held in your account and a record of payments. Complete card and bank account numbers are held by our payment provider, not by us.
Portal information	Your account details, who you have given access to, and messages sent through the Portal.

Website information	Enquiry form submissions, and standard analytics about how the site is used.

2.2 We do not collect government identifiers such as Medicare or tax file numbers from clients, and we do not adopt them as our own identifiers.

2.3 You may deal with us anonymously or under a pseudonym for a general enquiry. We cannot arrange care without knowing who the client is and where they live.

3. How we collect it

3.1 Usually from you or the client directly — by phone, through the Portal, or in conversation with a care coordinator.

3.2 From a family member or representative arranging care, where the client has asked them to or they hold authority to act.

3.3 From our carers, who record what happened at each visit.

3.4 Occasionally from a third party such as a general practitioner or another provider, where you have asked us to obtain it.

4. Why we collect it, and how we use it

4.1 To arrange and deliver the care, match a suitable carer, keep the client and the carer safe, take payment, respond to complaints, meet our legal obligations, and improve our service.

4.2 We use health information only to deliver care safely and to decide which carer and which support are appropriate.

4.3 We do not sell personal information. We do not disclose it for another organisation's marketing.

4.4 We may send you service messages about your bookings and account. We will send marketing only with your consent, and every marketing message includes a way to opt out that takes effect immediately.

5. Automated decisions

5.1 The Portal uses automated processes in two places: it recommends carers based on the preferences and requirements recorded in your account, and it calculates the price of a visit from the support selected, the day and time, the location and carer availability.

5.2 Neither decision is final. You can browse and choose any available carer yourself, and you see every price before you confirm a booking.

5.3 You may ask us how a recommendation or a price was arrived at, and a person will review it.

6. Who we disclose it to

6.1 The carer providing the care, and only what they need to deliver it safely.

6.2 Birchmere personnel who arrange, supervise or bill for the care.

6.3 Any person you have nominated, including a family member you have given access to your account.

6.4 Our service providers — the payment provider, the software that runs the Portal, and our professional advisers and insurers. Each is bound to handle information only for the purpose we engaged them for.

6.5 Emergency services, where there is a serious and imminent threat to someone's life, health or safety.

6.6 Police or an advocacy service, where we hold reasonable concerns that a client is being harmed, neglected or financially exploited.

6.7 Anyone else the law requires or authorises us to disclose to.

6.8 We host our systems in Australia. Some service providers may store or process information overseas, currently in the United States, Singapore and England. Before information is handled outside Australia we take reasonable steps to ensure the recipient handles it consistently with the Australian Privacy Principles.

7. How we keep it safe

7.1 Information is held in access-controlled systems. Carers see only the clients they are allocated to, and only for as long as they are allocated.

7.2 Where a carer uses their own phone for the Portal, they are required to keep the device secured, to keep client information inside the app, and to remove access when their employment ends.

7.3 If a data breach occurs that is likely to cause serious harm, we will notify the people affected and the Office of the Australian Information Commissioner, as the Notifiable Data Breaches scheme requires.

8. How long we keep it

8.1 We keep client records for 7 years after the last service, which reflects the periods for which claims may be brought and records may be required.

8.2 Visit records, including the check-in and check-out locations, are part of the client record and are kept for that same period.

8.3 After the 7 years, we destroy the information or de-identify it. Where information no longer serves any purpose and we are not required to keep it, we destroy it sooner.

9. Accessing and correcting your information

9.1 You may ask for a copy of the personal information we hold about you, and we will provide it within 30 days at no charge.

9.2 You may ask us to correct anything inaccurate, out of date or incomplete, and we will do so or explain why we have not.

9.3 Much of it you can see and change yourself in the Portal at any time.

9.4 We may decline a request the law permits us to decline — for example, where granting it would unreasonably affect another person's privacy. If we do, we will tell you why and how to complain.

10. Complaints

10.1 If you think we have mishandled your personal information, tell us at hello@birchmere.com.au or on 02 5115 1162. We will acknowledge within 2 business days and give you an outcome within 30 days.

10.2 If you are not satisfied, you may complain to the Office of the Australian Information Commissioner — oaic.gov.au, or 1300 363 992.

10.3 In New South Wales, Victoria and the Australian Capital Territory you may also complain to that jurisdiction's health complaints or privacy body about health information.

11. Changes

11.1 We update this policy from time to time. The current version is always published at birchmere.com.au. Where a change materially affects how we handle your information, we will tell you.

Birchmere.

Care that feels like family.

CALL 02 5115 1162

EMAIL hello@birchmere.com.au

ONLINE birchmere.com.au

Birchmere acknowledges the Traditional Custodians of the lands on which we live and work, and pays respect to Elders past and present.

Private-pay home care. We don't provide NDIS-funded supports.

Birchmere Group Pty Ltd · ABN 47 700 637 896