



Privacy Policy — CBR Care Link

Effective Date: August 2026

Business Name: CBR Care Link ("we", "us", "our")

Registered Nurse & Director: Craig Bennett

At CBR Care Link, we are committed to protecting the privacy and confidentiality of the personal and health information you share with us. As a Registered Nurse-led clinical navigation and support practice, we adhere to high standards of professional confidentiality. This Privacy Policy outlines how we collect, use, store, and protect your information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. What Information We Collect

We only collect personal and health information that is reasonably necessary to provide you with our private aged care navigation and consulting services. This may include:

- **Contact Information:** Full name, residential address, email address, and phone number (for both clients and authorized family representatives).
 - **Sensitive Health & Functional Information:** Details regarding medical history, mobility, cognitive status, medication management, and falls risk compiled during our clinical reviews and pre-assessment evaluations.
 - **Administrative & Financial Details:** Information related to My Aged Care registrations, Services Australia/Department of Veterans' Affairs correspondence, and support plan funding codes.
-

2. How We Collect Information

We collect information directly from you (or your legally authorized representative/power of attorney) when you:

- Complete our initial free consultation or onboard into our services.
- Communicate with us via phone, email, video conference, or in-person meetings.

- Provide documentation such as assessment letters, support plans, or medical summaries to assist with your navigation process.
-

3. Why We Collect and Use Your Information

Your information is collected strictly for the primary purpose of delivering our services, which includes:

- Conducting clinical pre-assessment reviews and formulating care narratives.
 - Assisting with My Aged Care applications, portal management, and communicating with assessors or government departments on your behalf (with your consent).
 - Mapping out options, identifying Support at Home or entry-level home support providers, and collaborating with your General Practitioner or third-party Allied Health team(s).
 - Managing billing, service agreements, and scheduling.
-

4. How We Secure and Store Your Information

We take reasonable technical and organizational steps to protect your personal and health information from misuse, interference, loss, unauthorized access, modification, or disclosure.

- All digital records are stored in password-protected, encrypted systems.
 - Physical notes or documents are scanned into our electronic systems and destroyed immediately.
 - In accordance with professional healthcare record-keeping standards, we retain your records securely for the required legal period, after which they are securely destroyed or de-identified.
-

5. Disclosure of Your Information

We will never sell, trade, or rent your personal information. We only disclose your information to third parties in the following circumstances:

- **With Your Consent:** When sharing information with government agencies (like Services Australia or My Aged Care assessors), General Practitioners, Allied Health team(s) or chosen care providers to facilitate your care.
 - **Legal Requirements:** If required or authorized by law, or to prevent a serious threat to an individual's life, health, or safety.
-

6. Accessing and Correcting Your Information

You have the right to request access to the personal and health information we hold about you, and to ask for corrections if you believe the data is inaccurate, incomplete, or out of

date. To make a request, please contact us using the details below. We will respond within a reasonable timeframe.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. The latest version will always be posted on our website.

8. Contact Us

If you have any questions, concerns, or complaints about how we handle your personal information, or wish to report a potential privacy breach, please contact us at:

Business Name: CBR Care Link

Director / Lead Clinician: Craig Bennett

Email: info@cbrcarelink.com