



# App Privacy Policy

## Mirae Aged Care App Privacy Policy

Mirae Aged Care Cabramatta Pty Ltd is committed to protecting the privacy, confidentiality, and security of personal information collected through the Mirae Aged Care App in accordance with:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Aged Care Act 2024
- Aged Care Quality Standards
- NDIS Practice Standards

This App Privacy Policy should be read together with Mirae Aged Care's Privacy and Confidentiality Policy and Privacy Policy & Terms of Use available on our website.

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## Images, Videos and Camera Access

The Mirae Aged Care App may request permission to access:

- your device camera
- photo gallery
- videos and media files

This access is used to support care communication, care coordination, video calls, and sharing information within approved care circles connected to the Mirae Aged Care App.

When permission is granted:

- selected images or videos may be shared with authorised individuals connected to your care circle within the app
- video and camera access may be used for secure communication or video calling features
- Mirae Aged Care does not publish or distribute images or videos outside of the app without additional consent

Please note that once content is shared within the app, other users may still independently share or store that content outside of the application (for example through screenshots or downloads). Mirae Aged Care cannot control how third parties use content once it has been shared with permission.

Any intended external use of images, videos, testimonials, or media for marketing, promotional, or educational purposes will require separate written consent.

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## Contacts Access

The Mirae Aged Care App may request permission to access your contact list to assist with:

- inviting family members or representatives to care circles
- supporting communication between clients, carers, and authorised contacts
- coordinating care-related communication

When permission is granted:

- selected contact details may be uploaded securely to Mirae Aged Care systems
- invitation messages or SMS notifications may be sent to nominated contacts
- contact information is only used for care-related purposes within the application

Mirae Aged Care does not sell, trade, or disclose contact information to unrelated third parties.

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## Collection and Use of Information

The Mirae Aged Care App may collect and store information necessary to:

- deliver and coordinate aged care and support services
- manage communication and appointments
- maintain care records and service documentation
- improve user experience and app functionality
- comply with legal, regulatory, and funding obligations

Only information reasonably necessary for service delivery and operational purposes will be collected.

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## Information Security

Mirae Aged Care takes reasonable steps to protect personal information from:

- unauthorised access
- misuse

- loss
- interference
- modification or disclosure

Security measures may include:

- password-protected systems
- restricted user access
- secure cloud-based storage
- encrypted communication
- audit logs and access monitoring
- cybersecurity and antivirus protections

Access to information is limited to authorised personnel and approved users only.

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## Your Rights

You may:

- request access to your personal information
- request correction of inaccurate information
- withdraw consent where applicable
- request deletion of shared content where possible
- make a privacy-related complaint or enquiry

Requests may be made by contacting Mirae Aged Care directly.

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## External Privacy Policy

Further information regarding how Mirae Aged Care collects, uses, stores, and discloses personal information can be found in our:


👉 [Privacy Policy & Terms of Use](#)

Please see the Mirae Aged Care Privacy Policy here.

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# Contact Us

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