

Privacy Statement

Elder Rights Australia (ERA) is committed to protecting your privacy. Our Privacy Procedures outline how we manage your personal information, in accordance with the regulations protecting personal information, under the Privacy Act 1988, which governs how ERA handles your information.

Privacy obligations

Our Privacy Procedures are designed to protect the privacy of our clients. The privacy obligations that apply to the operation of ERA concern the collection, use, and storage of personal information. In dealing with personal information, ERA adheres to our obligations outlined in the Privacy Act 1988 (Cth) and any applicable state or territory privacy laws.

Your personal information

ERA will only collect personal information it deems necessary for its activities, including information required by funding bodies. We will only hold personal information directly related to our functions and activities and only use this information for the purposes for which it was collected.

We collect personal information from people who are connected to our operations and activities. This includes, but is not limited to, recipients of our services, employees, participants in advocacy campaigns and health professionals.

Information collection and protection

Information may be collected directly by ERA, or by people/organisations acting on behalf of ERA. Additionally, information may be collected from the ERA website and from call centres.

We do not share information about you with other agencies, organisations or providers without your consent, unless:

- it is necessary to provide you with the service you have requested
- you would reasonably expect, or have been told, that information of such a nature is usually disclosed to individuals, bodies or agencies
- it is required by law
- it will prevent or lessen serious and imminent threat to somebody's wellbeing or life.
- we have systems and procedures in place to protect your personal information from misuse and from unauthorised access.

Remaining anonymous or using a pseudonym

Where practicable, you may choose to remain anonymous or use a pseudonym when interacting with ERA. For example, you may choose to remain anonymous when seeking general information about your rights or the aged care system. In some cases, you may also choose to remain anonymous when asking us to provide advocacy assistance. However, in some circumstances, it may not be practicable to remain anonymous or use a pseudonym. For example, we may not be able to resolve your issue without collecting your name. If this is the case we will inform you at the time of collection if this is the case.

Our website

Some functions of our website, such as the management of content, are run in consultation with a third-party organisation. Third-party organisations within Australia are bound by the Privacy Act 1988 (Cth).

We only collect personal information from the ERA website where a person chooses to provide that information. No data that could reveal your identity is collected by simply browsing or downloading content from our website.

As part of our web-based service delivery, we provide information, education materials and third-party information on our website. Any information supplied to us as part of the 'contact us', 'request an advocate' or 'request an education' form processes will remain confidential, and will not be disclosed to any unspecified third-party providers.

Website usage and cookies

ERA may collect a range of technical information. This information includes your server or IP address, general geographic location, and the date and time of your browsing session. This information is used for development and statistical purposes.

When browsing our website, we may use software that has been embedded (such as JavaScript) and we may place small data files, or 'cookies', on your computer or device to collect information about the pages you view, how you reach them, and the length of time spent on each page. This enables us to review and adjust the accessibility and readability of content accordingly.

Though a cookie does not identify individuals, it does identify devices. You can set your browser to notify you when you receive a cookie and this will provide you with the opportunity to either accept or reject the cookies.

Personal information accuracy

The information provided to ERA must be accurate and up to date. If your circumstances or personal information change, we ask that you provide us with an update so that we can continue to provide you with high quality service. We will always take reasonable steps to ensure that the information we hold about you is accurate and up to date.

If you would like further information regarding our privacy policy, or if you have any

concerns over the protection of your personal information (or that of others), please contact us.

How you can access your information

You have the right to access your personal and sensitive information, subject to some exceptions allowed by law. If you would like to access or seek correction of your personal and sensitive information, please contact our Operations Manager on 1800 700 600. For security reasons you will be asked to put your request in writing.

To enable us to verify your request we require you to advise the following:

- Your full name
- Address
- Contact phone number

There is no application fee for making a request to access your personal and sensitive information. While we do not normally charge for providing individuals with access to their personal and sensitive information, we reserve the right to charge you for our reasonable costs in complying with a request for access. These costs will not be excessive. We will take all reasonable steps to provide access to your personal information within 30 days of your request. In less complex cases, we aim to provide information within 14 days.

Privacy complaints

Please direct all privacy complaints to our Operations Manager at 1800 700 600. At all times, privacy complaints will:

- be treated seriously
- be dealt with under the privacy complaints management process
- be dealt with as promptly as possible
- be dealt with in a confidential manner, and
- not affect your existing obligations or affect the commercial arrangements between you and us.
- Our Operations Manager or their delegate will conduct the investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation.