

PRIVACY POLICY

Our commitment

At Care Advantage we recognize that individual privacy is a very important issue. By "personal information" we mean information or an opinion about a person whose identity is apparent or can reasonably be ascertained.

We are bound by, and are committed to supporting, the National Privacy Principles set out in the Privacy Act 1988 (and the Health Privacy Principles set out in the Health Records Act). You can obtain more information on request, about the way we manage the personal information we hold. If you seek any further information, please contact us in one of the ways set out below.

Collection

In the course of providing assessment services as well as engaging with you we receive or have access to certain personal information, such as your name, email address, phone number, (home) address and your assessment results/reports.

The main purpose for collecting personal information is to enable:

- An assessment of your suitability for a particular position or other activities (eg vocational support)
- Us to manage our client relationship and deliver the services we have been engaged to provide.
- Us to respond to your request for information.
- Us to provide relevant product and service information.

We will only collect personal information from or about you that is necessary for one or more of our functions and activities. We will only collect personal information from or about you by lawful and fair means, without being unreasonably obtrusive.

Where reasonable and practicable, we will only collect personal information directly from you or on occasion from clients for whom you are providing services. Once we hold personal information we will take reasonable steps to keep it accurate, complete and up-to-date.

Use and Disclosure

We will only use your personal information for the main purpose of our business, except where you consent to us using it for other purposes

In order to fulfil the purpose set out above, we may provide access to your personal information to third parties with whom we have a business relationship, for example to deliver reports or discuss your assessment results with clients.

Access and Correction

If you ask, we will tell you what personal information we hold about you, and what we do with it. In most cases, unless an exception applies, we will facilitate access to you in the most appropriate way following receipt of your request. To protect your privacy and the privacy of others, we will need

evidence of your identity before we can grant you access to information about you or change it. If we refuse access we will advise you of our reason for doing so. If you can show us that the personal information you provided is inaccurate, we will take reasonable steps to correct it.

Security

We will take reasonable steps to protect personal information from misuse and loss and destroy or permanently de-identify personal information we no longer need.

Our website: cookies and analytics

When you visit our website, details may be recorded about your visit, such as time and date, your server address, pages accessed, time spent and type of browser. This information is used in an anonymous form for statistical purposes and as such cannot identify you individually.

We may use cookies to identify your browser so that next time you visit our website we remember your login details. A cookie is a small file which remains on your computer and contains information enabling our website to recognize your browser. If you do not wish to use cookies, you can adjust the settings on your browser to reject cookies or notify when they are being used.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy.

Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

By using this website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy - external site and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google - external site.

Careadvantage.com.au also uses interfaces with social media sites such as Facebook, LinkedIn, Twitter and others. If you choose to "like" or "share" information from this website through these services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information.

Contact us

If you seek further information on this Statement or our Privacy Policy generally, please contact our Privacy Officer at info@careadvantage.com.au or phone 1300 059 699, or write to us at PO Box 2306 Chermside Central 4032.