

Privacy policy

This website (the "Website") is operated by Aged Care Report Card Pty Ltd (ACRC), Victoria Australia. Aged Care Report Card has provided this privacy policy because we value your right to privacy. ACRC takes your privacy seriously. We will protect the personal information we hold about you consistent with National Privacy Principles in the Privacy Act 1988 (Cth) and any applicable health privacy laws. Personal information includes any information or opinion, whether true or not; about a person who is identified or whose identity can reasonably be established from the information or opinion.

This policy describes the types of information ACRC collects from its users and how that information is used. Please read this policy carefully before providing us with any personal information. We collect your personal information when you use and interact with the Website and/or registering as a user and by ticking the box next to the words: "I confirm that I have read and accept the ACRC Terms & Conditions and agree to my personal data being used in accordance with the ACRC Privacy Policy", you consent to our use and our disclosure of your personal information for the purposes specified in this Privacy Policy. By using this Website, you agree to ACRC's use of your personal information in accordance with this policy. If you do not agree with the terms of this policy, please do not use this Website.

If you have questions about this Privacy Policy, please contact us at:
connect@agedcarereportcard.com.au or Level 6, 101 Collins St Melbourne, VIC 3000, Australia

Information we collect

1. Unregistered users

We encourage you to register with us in order to take advantage of ACRC's many features and updates on individual aged care homes. However, you may choose not to register and take advantage of any feature of our Website where registration is not required. We do not log your IP address.

2. Registered users

If you choose to register with us, you'll be able to add content to our Website. For example, you may choose to post reviews and ratings of individual aged care homes. The benefits of registering will increase over time as we get to know you better and introduce new features. We encourage you to register to receive frequent updates on the aged care homes you have reviewed and rated in addition to neighbouring aged care homes. Personal information includes; the information you manually enter into our forms such as an alias name to protect your privacy, your name, email address, postcode, user name and password or contact information for other people.

If you register with us, we will collect personal information from you in addition to the non-personal information described above. We may store all or some of that information in a cookie file on your hard drive, so that our system will recognize you each time you visit our website. In that way, we can save your preferences from visit to visit and present you with a customised website, without requiring you to log into our Website every time you visit.

If you access third party services, such as social media services, through our website or before coming to our website, we may collect information such as your user name, password, and other information made available to us through those services in order to improve and personalize your use of our website.

How we use the personal information we collect

As we mentioned above, registering with us allows you to personalise our Website so that it is most useful to you. It also allows you to log into our Website automatically each time you visit, rather than manually typing your user name and password every time. We may also use your personal information to periodically contact you with news or important information from Aged Care Report Card, and/or to request your feedback on our Website. In addition to these periodic updates, we may email you additional materials, but only if you specifically request them. These will include opt-in newsletters and other materials that you proactively request from Aged Care Report Card.

In addition to these communications, if you have provided an email address, we may use your personal information to send you notifications about individual homes, aged care industry news (which may be withdrawn at any time in the manner set forth herein). We may also use your personal information to contact you to provide you with information or comments about your use of the Website or for any other purpose, to seek further information from you in respect of your use of the Website or for any other purpose that is consistent with the purposes of the Website.

You can cancel your registration by contacting us at: connect@agedcarereportcard.com.au

Disclosure of your personal information

Aged Care Report Card does not sell or rent any personal information to any third party. We will only disclose your personal information to third parties with your consent or if permitted or authorised to do so by law.

In the event Aged Care Report Card is requested to provide identifiable information to legal authorities personally disclosing an individual/company to law enforcement authorities, or in response to legal proceedings we will need to comply with requests. We do not expect this to happen, but if it does, we will provide only the information required. We can also turn over information about you if we believe we must in order to prevent a violation of the law, and by accepting this policy, you consent to our doing so, in our sole discretion. You also consent to our disclosing information about you in the course of legal proceedings if we are legally required to do so, if we reasonably believe that doing so may mitigate our liability, or if doing so will assist us in enforcing our legal rights.

Your profile and contributions on Aged Care Report Card will be publicly viewable and identifiable via your alias name. Aged Care Report Card encourages its members to create alias names that are not visibly connected to their first and last names. Aged Care Report Card will share neither your email address nor first and last names with other members, nor will we display them in any public manner, unless you expressly choose to have us do so.

How you can review and update your personal information

You can request, and we will provide you access with, any personal information we hold about you (subject to certain legal exceptions). You can also let us know if you have any concerns or complaints about the way we are handling your personal information and we will do all we can to address them. You can do this by emailing us at connect@agedcarereportcard.com.au

You can review and update the personal information you have provided through the consumer registration link www.agedcarereportcard.com.au. You can access your personal information and, where shown to be incorrect, correct the information.

Steps we take to protect your personal information

We will take reasonable steps to protect the personal information we collect and hold from misuse, loss and from unauthorised access and modification, and to make sure it is accurate, complete and up-to-date when we collect, use or disclose it. To assist us, please ensure you provide us with your correct details, and let us know if you believe the information we have about you is inaccurate, incomplete or out of date, and we will take reasonable steps to correct the information. If you are a user, you can also update your information via your Website profile. We may take steps to destroy or permanently de-identify information when it is no longer needed for any purpose for which it may be used or disclosed. We may retain and use de-identified information. We also employ processes (such as password hashing, login auditing, and idle session termination) to protect against unauthorised access to your personal information. While we implement appropriate technical and organisational measures to protect against unauthorised or unlawful processing of personal information and against accidental loss or destruction of, or damage to personal information there is no way for us to guarantee the absolute security of your personal information.

Cookies and other websites

When you visit the Website, we may instruct your browser to create a cookie that will be present for the duration of your session (and may remain indefinitely depending on how you use the Website). Only a session ID value will be inside the cookie, which will be used to reference your account server-side. This is used to maintain your session, allowing you to have your own personalised account with us, improve our service, store user preferences, improve search results and track user practices.

The Website and our email communications may contain links to other websites. We do not control these websites or any of their content and if you visit these websites, they will be governed by their own terms of use (including privacy policies).

Use outside Australia

We welcome visitors from outside Australia. However, this is an Australian based website and this privacy statement governs the personal information collected at this Website irrespective of where you may be located when you visit the Website and interact with it. This means your personal information may be stored outside the country in which you are located and any government authorities which have jurisdiction over the Website may be entitled to access any personal information provided.

Children

We will not knowingly collect information from any unsupervised person under the age of 18. If you are under 18 years of age you must not submit any personal information to us unless you have the consent of, and are being supervised by, a parent or legal guardian.

Changes to this Privacy Policy

This Privacy Policy is current as at July 2014. We reserve the right to amend or update it at any time in accordance with the Terms and Conditions. Any changes are effective from the time they are made. Your continued use of this Website constitutes your agreement to any future revisions of this Privacy Policy so please check it when you visit the Website.

Further Information

If you have any questions or feedback about privacy, please contact us at connect@agedcarereportcard.com.au

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au.



Aged Care Report Card

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