

Privacy Policy

This Privacy Policy sets out our commitment to you in respect of the collection and use of personal information.

1. WHY DO WE COLLECT PERSONAL INFORMATION?

- We collect personal information from you where it is reasonable to supply you with services, and to ensure that we can improve our services to best meet your needs and to comply with our legal obligations. All data is encrypted in transit.

2. WHAT TYPE OF INFORMATION DO WE COLLECT AND HOW?

The type of personal information we collect may include your name and contact details (e.g. phone numbers and/or email addresses).

We may collect this information in a number of ways, such as:

- Directly from you – for example, where you complete your details to register for one of our services
- As a result of your use of our services
- From third parties – for example, but not limited to, Hunters Hill Council or Community Groups
- If you are unable to provide us with the details we ask for, we may not be able to provide you with a service that you wish to acquire or give you the level of service you expect.

3. HOW DO WE STORE PERSONAL INFORMATION AND WHO DO WE SHARE IT WITH?

- Information we hold about you is stored in secure electronic databases.
- We may share your personal information to appropriately qualified staff within our organisation and with third parties that we work with in order to supply you with the services you require
- We may provide third parties with personal information and cooperate with law enforcement bodies where we are permitted or required to do so by law. Scenarios where we may do this include where there is unlawful activity, serious misconduct or to mitigate a grave threat to life, health or safety.
- Others with your permission

4. NOTIFIABLE DATA BREACH - PRIVACY ACT 1998 (CTH)

Where we collected the personal information (e.g. customer contact details).

Our primary goal is to maintain information governance and security via compliance with the *Privacy Act 1998* (Cth) (the Act). For personal information that we hold:

- a. If we suspect there has been a data breach, we will take appropriate remedial actions if possible, to contain the suspected breach.
- b. We will conduct an assessment within 30 days from when our suspicions arose.
- c. If we determine there has been a breach and the assessment concludes there is a risk of serious harm, we will:
 - i. notify affected persons in line with current standard processes, unless the incident is covered by an exception in the Act; and
 - ii. notify the Australian Information Commissioner.
- d. We will review the incident and take appropriate actions to prevent future breaches.

Cloud Service and Network Customers.

However, if we have reasonable grounds to believe that personal information may have been stored in our Cloud which has been compromised, we will notify you and share all relevant details of the alleged breach. We will undertake an assessment of the breach in accordance with our obligations under the Act and may assist you with your assessment and remedial actions under the Act.

5. HOW DO I CONTACT YOU?

CheckedIn Care Pty Ltd welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday. E-mail: cc@checkedincare.com.au

6. POLICY UPDATES

- We may update this policy from time to time and any changes will be reflected on this page.