

PRIVACY POLICY

1. Introduction

OPAN is committed to upholding the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). This Privacy Policy sets out how we manage your personal information and protect your privacy.

In this Policy:

"**Act**" means the *Privacy Act 1988* (Cth) as amended from time to time;

"**personal information**" has the same meaning as defined in the Act and generally means any information about you that identifies you or from which your identity reasonably can be determined;

"**we**", "**us**", "**our**" and "**OPAN**" refer to Older Persons Advocacy Network Limited ACN 618 261 859; and

"**Website**" refers to the website located at <https://opan.org.au/>.

2. Collection of Personal Information

OPAN carries out activities and provides services and programs across Australia for or related to the purposes of providing advocacy, information and education services to older people in metropolitan, regional, rural and remote Australia.

We collect personal information from you when it is reasonably necessary to enable us to carry out our mission and activities and provide our services or to assist you should you have an enquiry and for secondary purposes for which you reasonably expect us to use or disclose your personal information.

Other purposes for which we collect personal information include:

- analysing trends which emerge through individual advocacy and using such information to inform systemic reforms at all regulatory levels;
- providing input into policy reform and aged care practice;
- managing our organisation, including the Website; and
- complying with our legal obligations.

The types of personal information we may collect and handle vary depending on the purpose(s) for which it is collected (see above). It may include (but is not limited to) your name, age, contact details, gender, occupation and if relevant, financial information.

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.

Personal information may be collected directly by OPAN, or by people/organisations acting on behalf of OPAN. Additionally, personal information may be collected from the Website and from call centres acting on our behalf.

You are not under any obligation to provide your personal information to us. You may also choose to deal with us anonymously or by using a pseudonym. However, if you do not provide your personal information to us, we might not be able to provide you with requested information or services you request.

3. Collection of Data

When you access the Website, our server makes a record of your visit and logs information such as the user's server address, the date and time of visit to the site and the pages accessed and documents downloaded from the site.

The data listed above is collected for the purposes of website and system administration, including monitoring to prevent security breaches, enhancement of the Website to the user's needs and research and development.

As part of its functionality, the Website also uses "cookies". A "cookie" is a small amount of electronic data that is often used by a "host computer" (for example, the computer on which the Website is hosted) and a "local computer" (that is, the computer that you use to browse the Website) to communicate information back and forth. Cookies may be used by the Website in order to obtain statistical data. No personal information will be collected via the use of cookies.

If you do not want information collected through the use of cookies, there is a procedure in most browsers that allows you to deny or accept the cookie feature. However, you should note that cookies may be necessary to provide you with some features of our online services.

4. Use of Personal Information

The persons information that OPAN asks for is generally used to:

- (a) enable us to provide our services and perform our activities to achieve our mission, which may include providing specific services you had requested from us;
- (a) keep you informed of relevant information, activities and services offered by us; and
- (b) gain an understanding of our users, customers and your needs to enable us to provide a better service in all our areas of activities.

We will not otherwise use your personal information for any other purposes (unless required or authorised by law) without your consent.

You have the right, at any time, to opt out of receiving any advertising or marketing material from us, by either following the "opt out" or "unsubscribe" instructions attached to our emails, marketing materials or otherwise by contacting us via our contact details located at the end of this Policy.

5. Disclosure to Third Parties

We will not use or disclose any personal information that we collect about you other than for the purpose for which you have given it to us or a secondary purpose that is related to the primary purpose of collection (for example, if it is necessary to make such disclosures to a relevant organisation in order for you to receive advocacy and/or other support services you have requested or if you would reasonably expect

such disclosures, or have been told, that information of such a nature is usually disclosed to third party individuals, bodies or agencies). If the information will be disclosed or used for other purposes, we will take reasonable steps to obtain your consent.

Other than the above, we will not, in the course of our operations, disclose personal information to any outside parties without your consent, unless we are authorised or required to make a disclosure by law, or if otherwise permitted under the Act.

We will not sell your personal information collected by us to third parties.

We will not disclose your personal information to overseas recipients.

6. Protection of personal information

We take reasonable steps to protect any personal information that we hold from misuse and loss. We also take reasonable steps to protect that information from unauthorised access, modification and disclosure.

We have internal policies in place to manage access privileges, to ensure that only those who really need to can see your personal information.

We maintain physical security, such as locks and security systems, over our electronic data servers, computers and premises. We also maintain up-to-date computer and network security, for example firewalls, anti-virus software, identification codes and passwords and other security measures, in order to control access to computer systems. We also regularly back-up our electronic data to minimise loss of data in the event of system failures.

No data transmission over the internet can be guaranteed to be 100% secure. While we strive to protect your personal information from misuse, loss or unauthorised access, we cannot guarantee the security of any information you transmit or receive from our online service. These activities are conducted at your own risk. As soon as we receive your transmission we make our best efforts to ensure its security.

7. Your access to personal information

You may request a copy of your personal information that we hold by contacting us via our contact details located at the end of this Policy.

We will endeavour to take all reasonable steps to keep any information that we hold about you accurate and up-to-date. If, at any time, you discover that information held about you is incorrect, misleading or outdated or if you otherwise wish to review or correct that information, please contact us.

There are circumstances where, by law, we may not give you access to the personal information we hold about you. For example, we cannot give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety.

8. Changes to this Policy

We may modify this Policy at any time, and such modifications shall be effective immediately upon the modified Policy being publicly available on the Website.

9. How Current is this Policy?

This Policy was last updated on 8 April 2021.

10. Contact Us

If you have any questions regarding this Privacy Policy or would like more information about the way we manage personal information, or if you wish to make a complaint about how we have handled personal information about you, please contact us using the information found at <https://opan.org.au/contact-us/>.

If you make a complaint about privacy, we will acknowledge receipt of your complaint, and try to investigate and respond to you as soon as practicable. If you are unhappy with the outcome, you can lodge a complaint with the Office of the Australian Information Commissioner.

For further information about privacy issues and the protection of privacy, please visit the Australian Federal Privacy Commissioner's website at <http://www.privacy.gov.au>.