

Policy Statement

In line with our values, Azure Blue respects and upholds individuals' rights to privacy and rights to their personal information. Consequently, Azure Blue is committed to protecting the privacy of personal information it collects, holds and administers in the process of providing its services. These commitments are undertaken in compliance with the National Privacy Principles prescribed in the Commonwealth *Privacy Act 1988*.

Collection

Azure Blue will collect personal information (including health or sensitive information) with the individual's consent (or that of their valid substitute decision maker) that is necessary for the best possible care and service provision. When collecting personal information individuals will be informed as to the reasons for its collection, the way it will be used and that their information is available to them on request.

Use and Disclosure

Azure Blue will only use personal information for the purpose/s indicated at the time of collection, unless:

- consent has been obtained;
- the purpose is directly related to the purpose indicated at the time of collection;
- there is a serious and imminent threat to someone's life, health or safety;
- there is suspected unlawful activity or it is reasonably necessary for a range of functions or activities carried out by or on behalf of an enforcement body;
- it is required or authorised by law or court/legal proceedings; or
- an individual is incapable of giving or communicating consent and personal information is required to be given to a 'responsible person' for the necessary provision of appropriate care or treatment or for compassionate reasons.

Data Quality

Azure Blue will endeavor to ensure that personal information collected is relevant, accurate, complete, and up-to-date for the purpose for which it is to be used, both at the time of collection and use. At the time of first collecting the information it is assumed to be accurate, complete and up-to-date, unless there is other information to suggest that it is not. Personal information will be routinely updated where it is necessary to use or disclose that information.

Data Security

Azure Blue will strive to ensure the security, integrity, and privacy of personal information and periodically review and update our security measures in relation to current technologies. Azure Blue will retain information in line with its record retention policies. When information is no longer required or relevant it will be disposed off in a secure manner.

Openness

Azure Blue has a nominated Privacy Officer to assist with privacy queries.

Access and Correction

If requested, an individual will be provided access to any personal information held about them, unless:

- it is unlawful to provide the information;
- it poses a serious and imminent threat to the life or health of any individual;
- it has an unreasonable impact upon the privacy of other individuals;
- the request is frivolous or vexatious; or
- access is otherwise exempt under the National Privacy Principles.

In order to provide clarity and a record of the request it is preferred that requests for access to personal information not already available are made in writing to the relevant Azure Blue Retirement Living Officer. Azure Blue will take all reasonable steps to assess and correct any personal information that is believed to be inaccurate, incomplete or out-of-date. A fee may be charged to third parties to cover the costs of copying documents or for staff time to discuss the information.

Identifiers

Azure Blue will identify individuals by a unique identifier assigned internally by Azure Blue. Azure Blue may, however, retain a record of other external personal identifiers that are required to provide services, coordinate with other care agencies, or otherwise fulfil service, operational, or reporting obligations.

Anonymity

Where lawful and practicable, Azure Blue allows people to participate in activities anonymously (e.g. when completing evaluation forms, opinion surveys or when making a donation).

Overseas Data Flows

Azure Blue will not transfer personal information to third parties outside Australia unless they are subject to similar privacy laws or schemes or the individual's consent has been obtained or other provisions of this National Privacy Principle apply.

Internet and Email

Azure Blue collects personal information and makes use of cookies* in its websites. However this is only used to log the following information for statistical purposes:

- the number of page hits;
- the number of unique sessions as identified by server address and top-level domain name (e.g. .com., .gov, org, etc);
- the pages accessed or downloaded by session; and
- the type of browser being used.

***Cookies**

A cookie is a small piece of data which is sent from Azure Blue's web server to your web browser when you visit the Azure Blue website. The cookie is stored on your machine as a historical identifier and is used for interactive features and remembering your preferences and settings.

When you access our secure online services we may also use cookies for security purposes to:

- help identify you during your secure session;
- time your session so you will be logged off if you are not using the service for a specified time period; and
- maintain an audit trail of your secure session.

Azure Blue cookies are not used to collect personal information for any other purpose.

Most internet browsers accept cookies by default. You can specify the use of cookies by configuring the preferences and options in your browser and/or firewall. If you choose to disable cookies, you will still be able to access most of the content on the Azure Blue website, however some interactive features may become unavailable.

Email addresses

We strive to be efficient with the funding that has been entrusted to us. As email can be sent more economically than postal mail, we give our donor's/supporters the opportunity to supply their email address and to consent to Azure Blue using the given addresses for mailing purposes.

Internet Donations

Information sent via our internet donation site is via a secure server. Encrypted information is transferred to a donations database, which is secured by user IDs and password protected. Our donor information is not provided to any other organisations or individuals. An 'opt in' and 'opt out' facility is available for future Azure Blue newsletters and an 'opt out' facility is provided in any direct mail outs.

Complaints

If an individual believes that Azure Blue has breached any aspect of its privacy policy a complaint may be lodged either with the relevant Azure Blue Retirement Living Officer or Blue Care Privacy Officer. If the complaint is not addressed to the individual's satisfaction, or they do not wish to deal with Azure Blue in the first instance, they have the opportunity to direct the issue to the Commonwealth Government's Information Commissioner. Azure Blue will work the Commissioner and the individual to resolve the issue.

Policy Review

This policy will be reviewed in line with Blue Care's Policy Development and Review Framework and any necessary changes will be posted to our website.

Further Questions

Any questions about this policy can be directed to the:

Blue Care Privacy Officer

PO Box 1539, Milton BC Qld 4064

Ph. 07 3377 3377 | Fax. 07 3377 3366

Email: contactus@bluecare.org.au