

## **Privacy Policy**

### **Privacy**

This Privacy Policy sets out how Live Well Longer (LWL) collects, stores, uses and discloses personal information. LWL is committed to protecting your privacy in accordance with the Privacy Act. This policy describes our current policies and practices in relation to the handling and use of personal information.

LWL collects and holds personal information such as your name, email address and phone number. We may also hold information which you have provided relating to the service you have purchased from us.

LWL values and will always protect your privacy. For example, we will not pass on your details to a third-party.

Where required by law, we will provide you with privacy information (in the form of a Privacy Notice or other privacy disclosure documentation) specific to your dealings with us.

### **What is personal information?**

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

### **What kinds of personal information do we collect and hold?**

The personal information collected and maintained by LWL generally includes your name, email address, contact details and information specific to the information you would like to receive from us and the consultancy services you decide to purchase from us.

Any personal information which we keep about you such as your contact details enables us to enhance the services we provide. We recognise and support your right to privacy in relation to this information and will handle it with care and in accordance with legal requirements.

### **How do we collect your personal information?**

LWL collects and holds personal information in relation to services we offer. Where possible, we collect your personal information directly from you in person, in writing, over the phone, through our online services and/or by electronic messages. In some circumstances, we may also collect it from third parties who you have asked to provide your personal information to us. We will only do so by obtaining your consent.

### **Website tracking**

We may collect information about your visit to our site to assist us to measure and improve our website. Examples of information that we collect include: day and time of your visit, whether you have visited our website previously, whether you used a search engine to find

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us and some geographical information about what country and state you are in.

We may also use Google Analytics to collect visitor information so that we can better understand how to improve our services. One of the primary methods used by this tool is the placement of cookies. Cookies are small information files that an end user's web browser places on their computer when a website is visited. For information on disabling these cookies, please go to the privacy settings section within your browser. In addition to the session cookie, Google Analytics uses other data collection methods such as appending query strings to an image request. We store the data generated by Google Analytics securely and do not share it with third parties.

We also use other external companies for the following purposes:

- for web hosting services for this website; and/or
- to gather non-personal information (using cookies) in order to evaluate the website's effectiveness.

### **Email**

We may retain the content of any email that you send to us if we believe we have a legal requirement to do so. Your email message content may be monitored by LWL for security issues, including where email abuse is suspected; our response to you may be monitored for quality assurance issues.

### **For what purposes do we collect, hold and use your personal information?**

LWL needs this information to manage the information and consultancy services we provide to you. This information has been given to us on a strictly confidential basis and will only be used for the purposes for which it was provided, and in provision of those services.

We collect, hold and use your personal information for the purposes of providing our services and managing our business. This may include conducting customer research and analytics in relation to our service and improving our service.

### **Who do we disclose your personal information to and why?**

LWL may, from time to time, provide you with information about resources and services which we have designed and developed for older people and their families. Unless you request otherwise, you authorise LWL to contact you with information which we think may be relevant or of interest to you.

### **How do we hold your personal information?**

We may hold your personal information in a number of ways, including in our computer systems or databases, which may involve storing data on storage or computer systems provided by third party suppliers and in paper records.

### **Links to external sites**

We may include links to external sites that we consider contain content relevant to the information that you were seeking from us. Where these links occur, we accept no responsibility for the accuracy of the content, the privacy or security of those sites or your

reliance on any information contained within any such site.

**Contacting us about access to, and correction of, your personal information**

LWL aims to ensure that your personal information is accurate and relevant. You can seek access to and correct your personal information by contacting us.

If you would like to seek access to, or revise, your personal information, or feel that the information we have is incorrect or incomplete, please email us at [contact@livewellonger.com.au](mailto:contact@livewellonger.com.au)

You may not access or correct personal information of others unless you have been authorised by their express consent or otherwise under law. If you do not agree to the above or will not provide us with personal information, we may not be able to provide you with our services. In cases where we do not agree to give you access to some personal information, we will give you reasons why.

**Making a complaint**

If you believe that we have interfered with your privacy in our handling of your personal information, you may lodge a complaint by emailing us at [contact@livewellonger.com.au](mailto:contact@livewellonger.com.au)

We will respond to your query or complaint as soon as possible and will try to resolve any complaint within 14 working days. If this is not possible, we will contact you within that time to let you know how long we estimate it will take to resolve your complaint. Any unresolved complaints should be referred to the Privacy Commissioner:

Office of the Australian Information Commissioner  
GPO Box 5218 Sydney NSW 2001 [www.oaic.gov.au](http://www.oaic.gov.au)

**Changes to this Privacy Policy**

We may make changes to this Privacy Policy from time to time for any reason. We will publish changes to this Privacy Policy on this website.