



## PRIVACY POLICY

### 1. We respect your privacy

- 1.1 Community Nurse Service Pty Ltd respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to Australian Privacy Principles contained in the *Privacy Act 1988* (Cth), including the Australian Privacy Principles. This policy sets out how we collect and treat your personal information.
- 1.2 The term “Personal information” in this Privacy Policy means any information which we hold about you and from which your identity is apparent or can be reasonably ascertained.

### 2. Collection of personal information

- 2.1 Community Nurse Service Pty Ltd will, from time to time, receive and store personal information you enter onto our website, provide to us directly or give to us in other forms.
- 2.2 You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your assessment and procedure requirements. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal affairs, change your email preference, provide payment information, or communicate with our support personnel.
- 2.3 Additionally, we may also collect any other information you provide while interacting with us.

### 3. How we collect your personal information

- 3.1 Community Nurse Service Pty Ltd collects personal information from you in a variety of ways, including when you interact with us electronically, or in person, when you complete our Agreement and Consent Forms, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

### 4. Use of your personal information

- 4.1 Community Nurse Service Pty Ltd may use personal information collected from you to provide you with information about our services and updates. We may also make you aware of new services and opportunities available to you. We may use your personal information to improve our services and better understand your needs.

### 5. Community Nurse Service Pty Ltd may contact you by a variety of measures including, but not limited to telephone, email, SMS, or mail.

### 6. Disclosure of your personal information

- 6.1 Community Nurse Service Pty Ltd may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this policy. Personal information is only supplied to third parties when it is required for the delivery of our services.
- 6.2 We may from time to time need to disclose personal information to comply with legal requirements, such as law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- 6.3 We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Community Nurse Service Pty Ltd, its customers or third parties.
- 6.4 If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our news databases, together with any personal information and nonpersonal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.
- 6.5 By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

### 7. Security of your personal information

- 7.1 Community Nurse Service Pty Ltd is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place

suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

7.2 We train our employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your Personal Information is restricted to employees who need it to provide services to you.

7.3 The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## **8. Access to your personal information**

8.1 You may request details of personal information that we hold about you in accordance with the provisions of the *Privacy Act 1998* (Cth). If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [admin@cnservice.com.au](mailto:admin@cnservice.com.au)

8.2 To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it.

8.3 We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

## **9. Complaints about privacy**

9.1 If you have any complaints about our privacy practices, please feel free to send in details of your complaints to PO Box 586, Childers, Queensland, 4660. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

9.2 We undertake to respond within 30 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

## **10. Changes to Privacy Policy**

10.1 Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or noticeboard. Please check back from time to time to review our Privacy Policy.

## **11. Website**

11.1 *When you visit our website*

When you come to our website [www.continencenurse.com.au](http://www.continencenurse.com.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our services.

10.2 *Thirdparty sites*

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to 3<sup>rd</sup> party websites do not constitute consulship or endorsement or approval of these websites. Please be aware that Community Nurse Service Pty Ltd is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

Sandra Ilett  
Director Community Nurse Service PTY LTD

Date: 12/11/2019