

1.13.1 Website Privacy Policy

July 2019



Section 1 – Service Delivery

Policy Number 1.13.1

Date of Issue: December 2018

Reviewed: July 2019

PURPOSE

Arafmi Ltd owns and manages this website (www.arafmi.com.au). Arafmi Ltd may be referred to throughout this policy as 'Arafmi', 'we', 'our' and/or 'us'.

Arafmi respects the privacy rights of all service users, members, students, subcontractors, employees and volunteers who use the Arafmi website. All information recorded through interaction with the site is protected in accordance with the *Information Privacy Act 2009 (QLD) (Aust)*, *Privacy Act 1988 (Cth) (Aust)*, and the Australian Privacy Principles.

This policy governs the way in which the Arafmi Ltd website ('site') collects, stores, and uses information collected through your interaction with the site. By using this site, you agree to the terms and conditions as set out within this policy.

Arafmi reserves the right, at our sole discretion, to modify, update or retract portions of this policy at any time. The most up to date version of the policy is herein and accessible to all service users via the website. Visitors of the site are advised to review this policy periodically to ensure they are informed of any changes which may affect the treatment of their collected data.

All users who subscribe to receiving direct marketing via the website may 'opt out' or 'unsubscribe' at any time by requesting a change of details in writing, or by using the 'unsubscribe' function via email correspondence. Arafmi welcomes user feedback, which can be received by submitting a feedback form in person, by surface mail, or by email.

Collection, Storage, Use and Sharing of Personal Information

By visiting the site, individuals may at their discretion submit personal information which may be used to identify the individual, including: name, date of birth, email address, or phone number. Personal information (data) which is collected from website users is handled with respect by authorised staff in accordance with relevant legislation and the Australian Privacy Principles, and only used to for the express intended purpose which is generally for responding to inquiries.

Unless otherwise directed, after attending to an enquiry, Arafmi does not store data collected via the website which may identify an individual. If the site visitor wishes to become an Arafmi member, a formal membership application is to be submitted in writing. In this circumstance, the Confidentiality and Privacy Policy applies.

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Disclosure of Personal Information

Third parties may be engaged to provide services on our behalf. Arafmi will only disclose your personal information to third parties when it is necessary to provide required services, and you have given written consent prior to the disclosure. Personal information may be disclosed without written consent under extenuating circumstances where legislation or duty of care prevails.

Security

While Arafmi takes every reasonable measure to ensure the security, integrity and privacy of personal information which is recorded through interaction with our website, all data transmitted over the internet is subject to risk of interception and inappropriate use, therefore interacting with the site is at the discretion and risk of the user.

Arafmi regularly reviews and updates its security measures in light of current technologies. Employees or external contractors who provide services related to our information systems have appropriate security clearance and are obligated to uphold this policy.

Collecting Information from Website Users

Internet Protocol (IP) Address

An IP address is a numerical label assigned to each device connected to a computer network that uses the IP for communication. Arafmi web servers record the IP address of all devices that interact with the site, which assists with the diagnosis of problems and for identifying required support services. Information gathered in this way is cumulative and cannot be traced to an individual user.

Cookies

'Cookies' are a small text file which is created by a website that is stored in the user's computer either temporarily for the individual session, or permanently on the hard disk. Cookies collect information about the volume and type of visitors who interact with our site. While cookies track user preferences which provide users with a better experience, they do not store identifiable information about users.

Users who provide additional personal information such as name and contact details when making inquiries do so at their sole discretion, which is used by Arafmi to provide services or information relevant to the enquiry. Arafmi takes every reasonable measure to protect the privacy of its website users in accordance with Australian Privacy legislation and principles.

Links to Other Websites (Third Parties)

Whilst the Arafmi website provides links to external websites (third party sites), these linked sites are not regulated or captured under the Arafmi privacy policies, therefore we do not accept responsibility for the conduct of these linked companies. Arafmi advises users who access third party sites via the Arafmi website to review their website policy, terms and conditions, and privacy statement before disclosing personal information.

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Questions, Feedback or Complaints

Arafmi welcomes user feedback and will endeavour to improve our web service in accordance with the needs of our users. Should you have any enquiries or concerns relating to our Website Privacy Policy, or you have a problem or complaint that warrants investigation, please do not hesitate to contact us by phone or in writing.

HSQS: Standard 5

Related Policies:

- Policy 1.13 Confidentiality and Privacy

For more information about privacy issues in Australia and protecting your privacy, visit the Australian Federal Privacy Commissioner's website; www.privacy.gov.au

VERSION CONTROL AND HISTORY

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|-------------------------------------|------------------------------------|
| Date of effect of original version: | 01-12-2018 |
| Current version: | 04 07 19 |
| Latest review of current revision: | 04-07-2019 |
| Standards: | HSQS Standard 5 NDIS Standard 1 |
| Responsible Officer: | Quality & Compliance Manager |
| Authorising Body: | Quality & Compliance Manager |
| Approved By: | Chief Executive Officer |
| Privilege level: | Organisational and Public |