

PRIVACY POLICY: WEBSITE

1. This policy governs the collection and use of personal information submitted to Wonthaggi and District Elderly Citizens Homes Inc. t/a Rose Lodge, ABN 13 037 159 114 (**Rose Lodge**) through its website, and the terms of use for its website. Rose Lodge is bound by the provisions of (but not limited to) the Victorian Information Privacy Act 2000 and the Federal Privacy Act 1988, Privacy Amendment (Private Sector) Act 2000, Privacy Amendment (Enhancing Privacy Protection) Act 2012.
2. **Why do we collect personal information?**
 - 2.1 We only collect personal information (when submitted) in order to fulfil a request or registration. This may include contact details you provide when submitting a form to us.
3. **Do we use cookies and log files?**
 - 3.1 In order to properly manage our website we will anonymously log information on our operational systems, and identify categories of visitors by items such as domains and browser types. These statistics are reported in the aggregate by our ISP. This is to ensure our website represents the best web experience for visitors and is an effective information resource.
 - 3.2 If you sign into our website, we will use cookies to keep you signed in. These cookies are automatically deleted when you sign out or close your browser, and we do not monitor them.
4. **Use of information**
 - 4.1 Depending on the purpose of the information submitted some information may be stored in our email or contact systems. Some or all of this information may be available to the Administrator and authorised staff of Rose Lodge. Where we have obtained your consent, we may also send you communications from time to time, for example to advise you of news which may be of interest to you, from which you can un-subscribe at any time.
5. **Disclosure of information to Third Parties**
 - 5.1 We will not disclose information to other third parties except in cases where required by law or where the third party is a contractor or supplier who is engaged by us to assist with the activities of Rose Lodge. All such contractors will be bound contractually to keep all information confidential.
6. **Security of Your Personal Information**
 - 6.1 We take steps to protect the personal information we hold against interference, loss, and unauthorised access, modification or disclosure and against other misuse. When no longer required, personal information is destroyed in a secure manner or deleted.
7. **Access to Your Personal Information**
 - 7.1 Under the Privacy Act 1988 (*Cth*), you have certain rights to access the personal information we collect and hold about you.
 - 7.2 Generally, subject to the exceptions of APP 12.3, we will allow an individual access to the personal information we hold about them within a reasonable time after it is requested. When requesting access please identify the precise type/s of information requested. Requests can be made by contacting the **Privacy Officer** on **(03) 5672 1716**, via email to **admin@roselodge.com.au** or in writing to: **Privacy Officer, Rose Lodge Aged Care, PO BOX 626, Wonthaggi, Victoria, 3995**.
8. **Quality of Personal Information**
 - 8.1 Rose Lodge takes reasonable steps to ensure that the personal information that it collects, uses and discloses is accurate, up to date and complete. Where an individual request Rose Lodge to correct information, it will take reasonable steps to correct the information, having regard to the purpose for which it is held. You may lodge a request to correct personal information in the manner outlined in clause 7.2 above.
9. **Complaint Procedure**
 - 9.1 To make a complaint about a breach of the Australian Privacy Principles, which includes how we handle your personal information, you may contact the **Privacy Officer** on **(03) 5672 1716**, via email to **admin@roselodge.com.au** or in writing to: **Privacy Officer, Rose Lodge Aged Care, PO BOX 626, Wonthaggi, Victoria, 3995**.
 - 9.2 Rose Lodge will endeavour to respond to your complaint within a reasonable time after it is received. If you are not satisfied by our response, you may acquire further information regarding privacy from the Office of the Australian Information Commissioner.
10. **How long is information stored?**
 - 10.1 Information will be kept until it is outdated or no longer required.