

# Privacy Policy

## Security and Protection

This is the Privacy Policy of Aged Care Steps Pty Ltd (ABN 42 156 656 843, AFSL 486723).

Aged Care Steps is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

Aged Care Steps Pty Limited on the management of personal information. "We," "our" and "us" refers to Aged Care Steps. "Personal Information" means information or an opinion, about an individual (a natural living person) whose identity is apparent or can reasonably be ascertained from the information or opinion. We appreciate that as a customer you trust us with your personal information, and we are committed to safeguarding your privacy. Please read this policy carefully before using this website. It should be read in conjunction with our Terms of Use. By using our website you: (a) consent to personal information you provide for us to register you on our website, being used for that purpose; (b) consent to the creation and maintenance of a database record about you; (c) understand that we may use cookies on your browser; and (d) agree that your continued use of our website means you agree with any changes to this privacy policy.

### 1. This policy

We are committed to safeguarding the privacy of our customers. We appreciate that as our customer, you trust us with your personal information. In handling your personal information, we have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aoic.gov.au](http://www.aoic.gov.au).

This policy explains our general practices in handling personal information. If you need further information, have questions about our privacy practices or wish to gain access to your personal information, please contact us.

### 2. Collecting your personal information

We collect personal information for the purposes of providing financial planning strategies and information to you. If you do not provide us with your personal information we may not be able to provide the service you have requested. The personal information collected may be used or disclosed for a secondary purpose related to the above purpose, but only if you would reasonably expect us to use or disclose the information for this secondary purpose. However, for sensitive information, the secondary purpose must be directly related to the purposes above.

If we request personal information about you, and you do not provide it, we may not be able to provide the services requested. The details of exactly what types of personal information

we collect can be found on the forms we ask you to complete on our website and in the questions we ask, for example, your e-mail address, name, address, date of birth and gender.

### **3. Our use of cookies**

Cookies are pieces of information that a website transfers to your computer's hard disk for record keeping purposes. Most web browsers are set to accept cookies. We use cookies to make your use of our website and services as convenient as possible. Cookies do not personally identify you, although they do identify your browser. Cookies are useful to estimate the number of customers and determine overall traffic patterns through our website. If you do not wish to receive any cookies you may set your browser to refuse cookies. This may mean you will not be able to take full advantage of our services.

### **4. Disclosing your personal information**

We will disclose your personal information to third parties with your consent. It may be necessary to disclose your personal information to our information technology service provider for servicing purposes.

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

You can request access to your personal information by contacting us. If accessing your personal information will take an extended period of time, we will inform you of any likely delay.

The National Privacy Principles outline circumstances under which we may not agree to allow you access to some or all of your personal information. In such cases, we will give you a reason for our decision. We may charge for the cost of providing access to your personal information. We will inform you if such a charge applies before we proceed with your request.

### **6. Accuracy of your personal information**

We will take reasonable steps to ensure that any personal information we hold about you is accurate, complete and up-to-date.

### **7. Security**

We will take reasonable steps to protect any personal information we hold about you from misuse, loss or unauthorised access, modification or disclosure. We have information security policies in place for both computer records and for our paper files, which aim to minimise the risk of unauthorised access to your personal information.

Please contact us if you want further information about our security practices. Please notify us immediately if you become aware of any unauthorised use of this website by an Internet user or any other breach of security.

## **8. Use of e-mail**

If you send us an e-mail we may preserve the content if we consider it necessary to do so. Any personal information contained in your e-mail, including your e-mail address may be used to assist us to provide our services.

You must be aware that e-mails are not necessarily secure and if you have concerns about the security of the contents of an e-mail then you should consider contacting us by other means.

## **9. Resolving problems related to your privacy**

If you want to report a suspected breach of your privacy or you do not agree with a decision regarding access to your personal information, please contact us.

## **10. Future Changes**

Our business will continue to evolve as we introduce new services and features to our website. Because of this, from time to time we may review this privacy policy and may amend it to reflect changes in legislation, industry codes or in the business environment. We encourage you to look at this policy on a regular basis to stay informed of changes in this policy.

## **11. Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy please contact us at:

(By phone) 1300 226 816

(Email) [info@agedcaresteps.com.au](mailto:info@agedcaresteps.com.au)

(Online) <http://www.agedcaresteps.com.au/>

(In writing) Aged Care Steps Pty Limited

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Issue date: July 2023