

1. About this privacy statement

LiveBetter is committed to safeguarding the confidentiality of personal information collected regarding our customers and their families, staff, volunteers and members of the public.

This privacy statement applies to all activities of LiveBetter, and complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 and associated amendments. The APPs set out standards and obligations for how we handle people's personal information. This includes how we collect, use, store, and secure personal information, as well as your rights to access or correct your personal information.

2. Collecting personal information

We may collect personal information directly from you, your representative or a third party. Sometimes we collect personal information from a third party if you have consented or would reasonably expect us to collect the information in this way (for example, from publicly available sources such as websites or telephone directories).

We only collect personal information if that information is reasonably necessary for, or directly related to, one or more of our services. We do not collect personal information about you if you only browse the LiveBetter website, although we may analyse non-identifiable website traffic data to improve the quality of our services.

3. Using personal information

We only use your personal information for the purposes for which you give it to us or for purposes directly related to providing services to customers. For staff, we only use their information for administrative or workplace health and safety purposes.

We do not give information about you to government agencies, organisations or anyone else unless you have provided informed consent, you would expect us to, or we have told you we will. However, we may disclose information if it is required or authorised by law, or it will prevent or lessen a serious threat to somebody's life or wellbeing.

3.1 Storing and securing personal information

We take steps to ensure that the personal information we collect is accurate, up to date and complete. These steps include maintaining and updating personal information when we are advised by individuals that their personal information has changed, and at other times as necessary.

We have technical, physical and procedural controls in place to protect your personal information from loss, unauthorised access, use, modification or against other misuse.

LiveBetter will retain collected information for at least the minimum time required by law. All retained customer information will be securely deleted or destroyed when no longer needed.

3.2 Accessing your personal information

You may access personal information that we hold about you, and you can ask us to correct your personal information that we hold. We will take all reasonable steps to amend or delete the information, unless we need to keep it for legal reasons.

If you are on one or more of our mailing lists or email distribution lists, you may ask that your details be removed from the list.

4. Collecting website and social media visitor information

4.1 Website cookies and links

To improve user's experience of our website, we may use cookies. Users may refuse the use of cookies by selecting the appropriate settings on their browser.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of other sites. We advise users to be aware and read the privacy policies of other sites.

4.2 Google Analytics

Our website uses Google Analytics. We use reports provided by Google Analytics to help understand our website traffic and webpage usage. Google Analytics does not identify individual users.

By using this website, users consent to the processing of data about them by Google in the manner described in Google's Privacy Policy. Users can opt out of Google Analytics if they disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google. Our website may also utilise other third-party analytics software to help us understand website traffic and webpage usage.

4.3 Social Media

Our websites use interfaces with social media sites such as Facebook. If users choose to "like" or "share" information from this website through these services, they should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other personal information.

4.4 Capturing information for online advertising

LiveBetter captures information about its website visitors for marketing of services a user has demonstrated interest in.

LiveBetter uses third-party vendors, such as Google, to use cookies to serve ads based on past visits to our websites. Third-party vendors, including Google and others, may show ads for LiveBetter on various sites across the Internet.

Visitors to our websites can opt out of Google's use of cookies by visiting Google's Ads Settings. Alternatively, visitors can opt out of a third-party vendor's use of cookies by visiting the Network Advertising Initiative opt out page.

Your website user data may also be used by LiveBetter for advertising campaigns on other platforms such as Facebook and Instagram from time to time. For additional up-to-date detailed information on Facebook's data policy, see here: <https://www.facebook.com/policy.php>.

5. Obtaining further information

If you have any questions regarding LiveBetter's Privacy Policy, or wish to obtain a copy of LiveBetter's Privacy Policy (in a format suitable for you), or to access or correct your personal information, please contact us:

Phone: 1800 580 580

Email: info@livebetter.org.au

Mail: PO Box 2500, Orange NSW 2800

Web: livebetter.org.au

LiveBetter welcomes comments and complaints from customers as this is an important way for us to see how to improve our services for you. You have the right to make a comment or a complaint about any aspect of our services at any time, including how we handle your personal information. You have the right to expect that any comment or complaint you make will be investigated and that complaints will be resolved within a reasonable time frame.

You should be confident that making a comment or complaint about how we handle your personal information will not result in you being discriminated against or your service being negatively affected.

You can raise your comment, complaint or allegation with the appropriate Service Manager, or you can raise it directly with LiveBetter's Quality and Governance team by phone on 1800 580 580 or by email at complaints@LiveBetter.org.au.

At any time during LiveBetter's investigation into your concern, you can get advice from the Privacy Commissioner at the Office of the Australian Information Commissioner on 1300 363 992, by email at enquires@oiac.gov.au or online at oiac.gov.au.

If you need help in raising your complaint, please contact LiveBetter on 1800 580 580 to obtain information about advocacy services which are available to assist you.