



Privacy Policy

If you wish to opt out or correct or update the personal information that Coorparoo Aged Care may hold, please contact the Privacy Officer as set out below.

Coorparoo Aged Care Privacy Policy

This policy is intended to set out Coorparoo Aged Care, its related companies ('The Village Group') approach to complying with the Privacy Act (Cth)1988 ('Privacy Act'). This policy relates to the collection, storage and use of personal information.

Coorparoo Aged Care has appointed a privacy officer. This person is responsible for implementing the privacy policy and the person to whom any queries or complaints should be referred.

Collection of Information

Coorparoo Aged Care collects personal information in order to carry out daily business. The primary purpose of collection of personal information is for entry into a property transaction and communication with our customers and investors.

From time to time, members of Coorparoo Aged Care conduct surveys as to customers and investors personal preferences, which may collect personal information to improve our customer or investor services.

Collection, maintenance, disclosure of certain personal information is governed by the Privacy Act and other legislation. Personal Information may also be disclosed to other members of Coorparoo Aged Care.

Guidelines for collection of Personal Information

1. Information to be collected from customers is to be relevant and appropriate for operating the relevant business in Coorparoo Aged Care.
2. Where practical it is Coorparoo Aged Care's policy to collect the information from the individual concerned. Coorparoo Aged Care may collect information in particular circumstances about personal preferences to assist Coorparoo Aged Care in its marketing or employment initiatives.
3. From time to time Coorparoo Aged Care may employ third party advertising companies who are used to measure the effectiveness of any advertising including monitoring traffic on the website.

To Whom is Personal Information Disclosed

This information is not provided to third parties (other than as stated below). Coorparoo Aged Care has taken steps to ensure that these third parties cannot use this information for



their own purposes and that these parties comply with Coorparoo Aged Care's privacy policy.

From time to time Coorparoo Aged Care may undertake a marketing campaign with an affiliate organisation where a customer may be a member.

Parties to whom Coorparoo Aged Care may disclose relevant personal information include:

- a. consultants (including but not limited to solicitors) and agents or contractors (including but not limited to real estate and travel agents) acting on Coorparoo Aged Care's behalf;
- b. corporate affiliates;
- c. valuers where Coorparoo Aged Care is seeking to revalue a property or lease;
- d. regulatory authorities where required by law;
- e. related parties and entities of Coorparoo Aged Care for marketing purposes; and
- f. parties to whom Coorparoo Aged Care has outsourced various functions e.g. share registry services, restaurant services, etc.

How Information is Collected?

Personal information is generally collected through an application, enquiry or reservation form, the Internet, applying to become an employee, register your interest, send a message or member of various customer loyalty programs run by Coorparoo Aged Care or through a competition. Occasionally personal information is collected through a questionnaire or survey.

The information used and collected is only for the purposes of the particular transaction and for use within Coorparoo Aged Care e.g. for employment purposes, sales and marketing initiatives or to communicate with you.

Maintenance of the Quality of Information

Coorparoo Aged Care will take reasonable steps to ensure that the personal information it collects and uses is accurate, complete and up to date. Coorparoo Aged Care will let individuals see information held about them and correct the errors or omissions. Where a customer or investor wishes to review information held about them, they should contact or be referred to the Privacy Officer.

It is Coorparoo Aged Care's policy from time to time to delete or de-identify information about you when it is no longer needed or no longer a legal requirement for the information to be kept.



Security of Information

There are password access restrictions of confidential and personal information about individuals. Coorparoo Aged Care does not sell personal information to companies outside Coorparoo Aged Care.

Complaints and Access to Personal Information

If you wish to make a complaint or view what personal information we may hold about you, you should contact our Privacy Officer. You will need to specify the personal information to which you are seeking access. To ensure the integrity and safety of the personal information, Coorparoo Aged Care will only disclose to customers and investors such information if its internal procedures are satisfied. Depending on the nature of the request we may ask you to put your request in writing and sign an enquiry form, which will be sent to you. To contact the Privacy Officer you should use either:

Email: tomsaide@coorparooagedcare.com.au

Or write to the Privacy Officer at:

Coorparoo Aged Care, 388 Cavendish Road, Coorparoo, QLD 4151

Opting Out and Changing Details

Coorparoo Aged Care may from time to time send to its customers or investors general marketing material. Upon request, Coorparoo Aged Care is agreeable to removing you from our marketing campaigns. If you wish to opt out or correct or update the personal information that Coorparoo Aged Care may hold, please contact the Privacy Officer as set out above.

What Information Do We Collect and How Is It Used?

Coorparoo Aged Care collects the following information regarding visitors to our website: information regarding what pages are accessed. Coorparoo Aged Care collects and logs this information for statistical purposes.

Through the use of a cookie (see under 'Cookies'), Coorparoo Aged Care can record the pages you visit and the information you require. Through analysis of these records, Coorparoo Aged Care endeavours to provide you with an improved service when you revisit Coorparoo Aged Care's website.

We also collect information volunteered by you through website registrations. This information is used to fulfil on your request for more information.

Coorparoo Aged Care endeavours to use and disclose your personal information only in limited circumstances (see section above titled "To whom is Personal Information Disclosed").



Cookies

A cookie is a small data file that a website may write to your hard drive when you visit them. A cookie file can contain information, such as a userID, that the website uses to track the pages you have visited. The only personal information a cookie can contain is information you personally supply. A cookie cannot read data off your hard disk or read cookie files created by other websites.

The Coorparoo Aged Care website uses cookies to track user traffic patterns and to better serve you when you revisit the website. You can set your browser to notify you when you receive a cookie, providing you with the opportunity to either accept or reject it. You can also refuse all cookies by turning them off in your browser.

Security

Coorparoo Aged Care takes all reasonable security measures to protect personal information from loss, unauthorised access, destruction, misuse, modification or disclosure.

Changes to Coorparoo Aged Care's Privacy Statement

Coorparoo Aged Care reserves the right to modify or amend this statement at any time and will provide an update of the policy on Coorparoo Aged Care's Website if it has been changed. If you have any further questions about Coorparoo Aged Care's Privacy Statement please contact Coorparoo Aged Care's Privacy Officer.