

# Privacy Policy



Coorparoo Aged Care values and respects each individual's privacy and makes every effort to adhere to the Australian Privacy Principles. As we operate in the health domain, we appreciate that we may collect, hold and use personal, and at times sensitive, information about people.

## Grievances

If any person feels aggrieved about the use of their own information by Coorparoo Aged Care, they are welcome to lodge a grievance under our Privacy Grievance Policy, a copy which can be obtained on request by email, phone, and post or in person from Holmwood Aged Care.

## While you use this website

At Coorparoo Aged Care, we have made our site cookie-free so you can access and browse it without disclosing any personal information. We do not automatically log personal data/information, nor do we link information automatically logged by other means with personal data about specific individuals.

When you look at our site, our Internet Service Provider (ISP) makes a record of your visit and logs the following information for statistical or quality purposes:

- your server address
- the date and time of your visit to the site
- the pages accessed and documents you downloaded
- the site that directed or referred you to us e.g. a search engine
- the type of browser you used

We will only record your name and email address if you choose to subscribe to our mailing list or if you send us an email to request more information. Your details will only be used for the purpose for which you have provided them and will not be added to anyone else's mailing list. We will not use or disclose your details to anyone without your consent.

## **Important Notices**

### **Content**

In preparing the information on this website, the authors have taken care to ensure that the information provided is as accurate and up-to-date as possible within our experience, knowledge and understanding of the field, given that we are providers of residential aged care and retirement village living.

We do not purport to be medical experts and the information we provide is general in nature. For specific information requiring medical, legal or financial expertise, you should consult your own practitioner as individual facts and situations can vary widely.

### **Referrals and links**

While care is taken to ensure that links from our website to others are only provided to websites that Coorparoo Aged Care respects, we cannot be responsible for any material or content contained in the pages to which we have linked. While many of the pages to which we link are Government-managed pages, you should treat all internet pages with a sensible degree of caution unless you know the authors.

### **Copyright**

In preparing this website, Coorparoo Aged Care has made its best efforts to avoid using any material for which we are aware that the copyright belongs to an entity other than Coorparoo Aged Care. If it appears that another entity has ownership in material on our website and we have failed to acknowledge that ownership, it is inadvertent. Please advise us, demonstrate the other entity's ownership and we will immediately act to correct that situation.