

## **ILO Toolkit – Individualised Living Options**

### **Privacy Policy and Terms and Conditions**

#### **Purpose**

The National Alliance of Capacity Building Organisations (NACBO) respects and protects the privacy of the people who use our services and resources. This privacy policy tells you how we collect, use and protect information when using the 'ILO Toolkit - Individualised Living Options' website and also provides a disclaimer.

The term "Personal Information" in this privacy policy means any information from which your identity is apparent or can be reasonably ascertained.

#### **Our obligations**

NACBO is committed to complying with the provisions of the Privacy Act 1988 (Cth), including the Australian Privacy Principles.

#### **ILO Toolkit website**

The ILO Toolkit - Individualised Living Options website was created by a collaboration of several capacity building organisations: Belonging Matters, Community Resource Unit, Family Advocacy, Imagine More, JFA Purple Orange and Valued Lives. The organisations together form an alliance called NACBO.

You can use the ILO Toolkit – Individualised Living Options website without telling us who you are or revealing other Personal Information except if you decide to contact us. If you send us a contact or feedback form, you do not need to identify yourself or use your real name.

The web site is hosted by WPX.net. Please visit [Privacy Policy | WPX Hosting](#) for further information on their privacy policy and follow up.

#### **Website analytics**

To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this, you may not be able to use the full functionality of our website.

The ILO Toolkit - Individualised Living Options website contains links to other websites or documents. Please be aware that we are not responsible for the privacy practices of other sites or the information they share. When you go to other websites from here, we advise you to be aware and read their privacy policy.

Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual



users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

By using the ILO Toolkit – Individualised Living Options website, you consent to the processing of data about you by Google in the manner described in [Google's Privacy Policy](#) and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or [use the opt-out service provided by Google](#).

The ILO Toolkit website also uses interfaces with the social media site Facebook. If you choose to "like" or "share" information from this website through these services, you 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.

### **Personal Information**

If you contact us we will collect the email address you nominate and any other identifying information you provide, such as a name or phone number. If you contact a NACBO organisation directly, they will have their own privacy policy. We recommend you ask for this information.

We do not share Personal Information with other 3<sup>rd</sup> parties e.g. people/agencies without your permission unless in circumstances such as unlawful activity or serious threats to health and safety. If you ask us about an issue that needs to be dealt with by another agency, we will provide you with the necessary details to make contact yourself. You may opt out of further contact from us at any time.

### **How we deal with complaints and requests about Personal Information**

You may request access to Personal Information about you that we hold and you may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete. You may also make a complaint about our handling of your Personal Information.

To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it.

You can contact us by email, or send your request or complaint to the postal address below. We undertake to respond within 30 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

### **How we protect your Personal Information**

To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical and administrative safeguards. We train our employees about the importance of confidentiality and maintaining the privacy and security of



your information. Access to your Personal Information is restricted to employees who need it to provide benefits or services to you.

## **Disclaimer**

The material on this site is not and should not be regarded as legal advice. It is for general information purposes only. Users should seek their own legal advice where appropriate. Every effort is made to ensure that the material is accurate and up to date. However, we do not guarantee or warrant the accuracy, completeness, or currency of the information provided.

## **Attribution required**

Wherever a third party holds copyright in material presented on this website, the copyright remains with that party. Their permission may be required to use the material.

The ILO Toolkit – Individualised Living Options has made all reasonable efforts to:

- clearly label material where the copyright is owned by a third party,
- ensure that the copyright owner, author and those appearing in a resource have consented to this material being presented on this website.

Where there is no third party The ILO Toolkit – Individualised Living Options project should be attributed as the source.

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## **Using links to our webpages**

You may share links to pages on our website, provided that:

- Each link is presented in a way which fairly represents our role and our site(s),
- The context in which you insert each link must not give your visitors the impression that your site, or your company, have created the information or be sponsored or endorsed by us,
- If linking to a third party's resource, they are attributed as the owner of that resource and the context of each link must not suggest that we may have created any of the content i.e. the source of the material must be clear, and
- Photos and images on the website cannot be copied, used or shared in any manner without permission.

## **Contact us**

If you would like further information or believe your privacy has been breached by the ILO Toolkit, please contact NACBO's lead agency for this project, the Valued Lives Foundation.

Phone (08) 9274-7760 or over seas +61 274-7760.

Email: [info@valuedlives.org.au](mailto:info@valuedlives.org.au)



Or write a letter to the address below:  
Chief Executive Officer  
Valued Lives Foundation  
213 Wright St  
Cloverdale, WA, AUS 6105