

BACKGROUND

The Privacy Amendment (Private Sector) Act, introduced by the Commonwealth Government in 2000, ensures that privacy laws apply to all private sector organisations. Prior to 2000, existing privacy legislation applied only to Commonwealth Government agencies and organisations which handle credit information and tax file numbers. However, a self-regulatory framework, based on the National Privacy Principles, has been available to guide private sector businesses since 1997-1998

As an organisation which collects and holds personal information about clients, Leveda Inc has an obligation to comply with the **Privacy Amendment (Private Sector) Act 2000**. Leveda Inc also acknowledges its obligation to meet the **National Privacy Principles**

STATEMENT OF COMMITMENT

Leveda Inc recognises and respects the rights of privacy for clients and their families, staff, contractors and members of the community.

To comply with the Act and the National Privacy Principles, Leveda Inc has established, and will maintain, record management systems relevant to the collection, use and disclosure, quality, security, accuracy, correction and disposal of all personal information which is provided to Leveda Inc in all areas of our operations and practice.

1. Personal Information

When you visit this website some information, such as the site that referred you to us, your IP, e-mail address and navigational and purchase information, may be collected automatically as part of the sites operation. This information is used to generate user profiles and to personalise the website to your particular interests. On some occasions we may ask you to provide information on online forms. For example, we may ask for your user name, password, place of birth, full name, telephone number, e-mail address and postal address, or other information to register online, or for your credit card number or other personally identifying information to fulfil licensing transactions or to receive products or services. We may also ask you about your age, hobbies, income, gender or other information to participate in surveys or other online activities. Providing information on online forms is always voluntary, and you are free to decline from completing them. If you choose not to provide requested information however; some products and services may not be available to you.

That Leveda Inc may compile data in aggregate form so we may better understand the users visiting our site. For example, we may produce reports on the most popular search terms by collecting general search data based on individual searches. Aggregate data is anonymous and does not contain any personal information that identifies a user. Leveda Inc will not sell, rent or disclose your personal information to a third party. We also ensure your personal information will not be disclosed to other State institutions and authorities except if required by law or other regulations.

Security

Leveda Inc has several operational functions in place to protect your personal information and every effort is made to ensure these are kept up-to-date. However, perfect security does not exist on the Internet and Leveda Inc does not warrant that this site is impenetrable or invulnerable to hackers.

2. E-mail

Leveda Inc does not sell or rent e-mail lists. Leveda Inc may send you an e-mail to notify you about information about the organisation. This will be sent to the e-mail address you provide. Your email address will not be used for any other purpose without your consent.

3. Surveys

From time to time Leveda Inc may host surveys on the effectiveness of our Website and its content. Participation in these surveys is completely voluntary and the user therefore has the choice whether or not to disclose their personal information. Information requested may include contact information, and demographic information (such as age, gender and post code). Survey information will be used for the purposes of monitoring or improving the use of the Leveda Inc site.

4. Links

Please be aware the Leveda Inc website may contain links to other sites covered by their own privacy policies. Leveda Inc is not responsible or necessarily affiliated with those websites and we encourage you to be aware when you leave the Leveda Inc website. Leveda Inc recommends you read the privacy policies of every website that collects personally identifiable information. You waive any and all claims against Leveda Inc regarding the inclusion of links to outside websites and/or advertisements on the Leveda Inc website or your use of these websites and advertisers.

5. Changes to the Online Privacy Policy

Leveda Inc reserves the right to change our online Privacy Policy. However we shall not do so without posting any such changes on the Leveda Inc website. If you have any questions about the Leveda Inc Privacy Policy or concerns about the personal information you have supplied to Leveda Inc, please contact Leveda Inc at: leveda@leveda.org.au.

6. Making a Privacy Complaint

If you feel that Leveda Inc has not dealt with your personal information in accordance with the National Privacy Policy Principles please let us know so we may have the opportunity to rectify and resolve the problem. Written complaints should be sent, with any supporting documentation, to: Chief Executive Officer, Leveda Incorporated, 2 Peaton Ave, Ingle Farm SA 5098

Letters of complaint will be acknowledged in writing within 14 days from the date on which the complaint application is received. Leveda Inc undertakes to conduct a review and respond to the complaint within 60 days from the date on which the complaint application is received. Applicants will be advised in writing of the outcome.

Use or reproduction of this Policy in whole or in part must be accompanied by appropriate acknowledgement of Leveda Accommodation and Community Support Service



LAST REVIEW							
Version	Created/Revised Date	Next Review	Sections Changed	Created/Amended by	Policy Type	Approved by	Code