

PRIVACY POLICY

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Privacy Policy

1. Objective

Five Good Friends is committed to protecting your privacy in the delivery of services and the development of technology that gives a secure and safe in-home care service and online experience. This Statement of Privacy applies to our service delivery, website, App and governs data collection and usage. By joining Five Good Friends, accessing our services and using this Website and our App, you consent to the data practices described in this statement.

2. Policy Statement

Five Good Friends follows privacy principles outlined in Privacy Act 1988 (Cth). Personal information, including identifying information and sensitive health information, is protected by the Privacy Act 1988 (Cth). The type of information collected relates to the type of relationship you have with Five Good Friends (Member, Helper, employee, Authorised Representative, contractor, volunteer) and the primary purpose for which this information is required (provision of services, help in the home, technology, or engagement of other services).

3. Collection of your Personal Information

Five Good Friends collects personally identifiable information such as; your e-mail address, name, home or work address or telephone number. There is also information about your computer hardware and software that is automatically collected by Five Good Friends This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used by Five Good Friends for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of our Website and mobile application.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Five Good Friends public message boards, this information may be collected and used by others. Note: Five Good Friends does not read any of your private online communications. Five Good Friends encourages you to review the privacy statements of web sites you choose to link to from Five Good Friends so that you can understand how those web sites collect, use and share your information. Five Good Friends is not responsible for the privacy statements or other content on web sites outside of the Five Good Friends family of web sites.

4. Use of your Personal Information

Five Good Friends collects and uses your personal information to operate the Website and deliver the services that you have requested. Five Good Friends also uses your personally identifiable information to inform you of other products or services available from Five Good Friends and its affiliates. Five Good Friends may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Five Good Friends does not sell, rent or lease its customer lists to third parties. Five Good Friends may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, Five Good Friends may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Five Good Friends and they are required to maintain the confidentiality of your information. Five Good Friends does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

Five Good Friends keeps track of the web sites and pages our customers visit within Five Good Friends in order to determine what Five Good Friends services are the most popular. This data is used to deliver customised content and advertising within Five Good Friends to customers whose behaviour indicates that they are interested in a particular subject area.

Five Good Friends web sites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Five Good Friends or the site; (b) protect and defend the rights or property of Five Good Friends; and, (c) act under exigent circumstances to protect the personal safety of users of Five Good Friends, or the public.

5. Use of Cookies

This Website uses “cookies” to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalise Five Good Friends pages, or register with Five Good Friends site or services, a cookie helps Five Good Friends to recall your specific information on subsequent visits. This simplifies the process of recording



your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Five Good Friends web site, the information you previously provided can be retrieved, so you can easily use the Five Good Friends features that you customised.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Five Good Friends services or web sites you visit.

6. Security of your Personal Information

Five Good Friends secures your personal information from unauthorised access, use or disclosure. Five Good Friends secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

7. Changes to this Statement

Five Good Friends will occasionally update this Statement of Privacy to reflect company and customer feedback. Five Good Friends encourages you to periodically review this Statement to be informed of how Five Good Friends is protecting your information.

8. Contact Information

Five Good Friends welcomes your comments regarding this Statement of Privacy. If you believe that Five Good Friends has not adhered to this Statement, please contact Five Good Friends at hello@fivegoodFriendscom.au. We will use commercially reasonable efforts to promptly determine and remedy the problem.

9. Responsibilities

Directors and the Head of Care and Member Services must act promptly in the event of a breach of privacy and are responsible for:

- Effective mechanisms to secure information and maintain privacy
- Consistently identifying and addressing privacy matters
- Ensuring that matters are dealt with using reasonable management action

10. References

4.1 Legislation / Standards


[Privacy Act 1988 \(Cth\)](#) | [Privacy Amendment \(Private Sector\) Act 2000](#) and [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#) | [Australian Privacy Principles 2014](#)

4.2 Company Documents

Terms and Conditions, Sign Up and Induction Procedures

11. Authorisation and Contacts

Privacy Policy Updated 29.01.17	
Date adopted: April 2016	
Applies to: All Five Good Friends members, staff, volunteers, contractors, sole traders and others	

Director: Simon Lockyer	Signature: 
Date Authorised: 28.02.17	Next Review Date: 28.02.18
Endorsed by: Director Operations	