

# Website privacy statement

March 2021

## Purpose

1. This website privacy statement explains how your personal information will be protected when accessing and interacting with our [website](http://www.nhpo.gov.au): <www.nhpo.gov.au>.
2. We are dedicated to ensuring appropriate protection of personal information. For general information about how we collect, use and disclose personal information, please refer to our privacy policy.
3. If you visit our website regularly, we recommend that you carefully read this statement because it is updated from time to time.
4. Our website may contain links to other sites for general information. While we take reasonable care in linking to other websites, we are not responsible for the privacy compliance or the content of these other websites. When following links to other sites, we recommend that you read the privacy statement of that site.

## Collection of personal information on our website

5. You will usually know if we are collecting personal information from you because you will be requested to provide it. We recommend reading our privacy policy to understand how we collect, use and disclose personal information for further information.
6. Some personal information is automatically collected when you visit our website (see 'Statistical data').

## Online form

7. We use a web form hosted by our third-party case management system to allow you to, for example, make an enquiry or complaint or apply for a FOI review online. The information you provide through this form is hosted by the provider of our case management system and is accessed through this system by NHPO staff.

## Email and phone

8. Our website includes links to allow you to email or call us.
9. Although people may choose to remain anonymous when interacting with us, emails or telephone calls may result in providing us with personal information such as a name, email address or telephone number. This personal information may be about the person who contacted our office or others.

## Statistical data

10. Our website automatically collects information about you when you visit it. This information helps us to understand how our website is working and how it can be improved, including for security purposes.
11. We will not attempt to identify you based on this information, except if required by law. For example, if a law enforcement agency exercises a legal authority to inspect Internet Service Provider logs.

## Clickstream data

12. Our website's web server automatically records non-personal clickstream data.
13. The following clickstream data are automatically recorded by our website's web server for statistical and system administration purposes only:
  - IP address
  - domain name (for example, gmail.com, hotmail.com)
  - the date and the time of the visit to the site
  - the pages accessed and files downloaded
  - the address of the last site visited
  - operating system
  - the type of browser.

## Cookies

14. Like many sites, our website may use cookies. Cookies are small data files that a website places on your hard drive to record aspects of your experiences on the website. For example, we may use cookies to record that you visited a particular section of the website.
15. Cookies do not need to identify you or record any personal information.
16. The default settings of browsers like Chrome, Firefox, Internet Explorer and Safari may allow some or all cookies.
17. You can take steps to erase cookies from your hard drive, block all cookies or receive a warning before a cookie is stored. However, some parts of sites may not work as expected if you disallow cookies.

## Third-party software vendors

18. We use third-party software to collect information about you and your interaction with our website to measure its use and help make it better.
19. When you visit our website, your web browser automatically sends certain information to the following third-party services:
  - Google Analytics
  - Google Tag manager
  - Google Search console.

20. We do not and will not use this information to identify you or match it with any other personal information that we may collect from you, unless required to do so by law.
21. For further information on how these third-party web vendors handle your information, please review their privacy policies.
22. You can opt out of the automatic collection of information by our third-party web vendors. See how to do this at [Google](#) – Turn "Do Not Track" on or off .

## Use and disclosure of your personal information

23. We use statistical data from our website to analyse, measure, and report on data about our website traffic and visits. This information helps us understand how our website is being used and how it can be improved.
24. Apart from the third-party web vendors and website support services described in this privacy statement, we do not disclose your site visit data to any other third parties without your consent, unless we are required or authorised to do so by law.

### Disclosure of statistical data to third-party web vendors

25. We may disclose the following information to third-party web vendors Google Analytics, Google Tag manager and Google Search console:
  - network location and IP address
  - the date and time of your visit to our website
  - the type of web browser (e.g. Internet Explorer, Google Chrome, Safari)
  - Flash version, JavaScript support, screen resolution and screen colour processing ability
  - referring site details (such as the URL that you came through to arrive at our website)
  - page visited and the time spent on each page (if more than one page visited)
  - documents downloaded, forms accessed and search terms used
  - cookies
  - unique device fingerprint
  - device information, hardware model, operating system information, app version, app usage, debugging information
  - geo location, based on IP address, unless more accurate information is directly supplied by you.
26. The information we disclose to some of our third-party vendors may travel outside of Australia.
27. For further information on how these third-party web vendors handle your information, please review their privacy policies.

### Website support services

28. We also engage website service providers to facilitate the improvement of our website.
29. Website service providers are engaged by the NHPO and must abide by our website privacy statement, privacy policy and other relevant policies.

## Security

30. We have implemented technology and security policies, rules and measures to protect the personal information that we have under our control.
31. Once any personal information comes into our possession, we will take reasonable steps to protect that information from misuse and loss and from unauthorised access, modification and disclosure.
32. Access to systems, applications, and the information that we collect is limited to authorised personnel only.
33. However, it is important to be aware that there are risks in transmitting information across the internet. So, while we strive to protect such information, we cannot ensure or warrant the security of any information transmitted to us online and individuals do so at their own risk.
34. If you are concerned about conveying sensitive material over the internet, you may prefer to contact us by telephone or mail.
35. We will remove personal information from our system where it is no longer required (except where archiving is required and in order to fulfil our obligations under the Archives Act 1982 (Cwlth) or any equivalent state or territory law).

## Access and correction

36. You may request access to, or correction of, documents that contain your personal information which we possess. For information on how to request access or a correction, please contact us (see below).

## Contact us

Post	National Health Practitioner Ombudsman (NHPO) GPO Box 2630 Melbourne VIC 3001
Phone	1300 795 265
Email	<a href="mailto:complaints@nhpo.gov.au">complaints@nhpo.gov.au</a>
Website	<a href="https://nhpo.gov.au">https://nhpo.gov.au</a>

To receive this document in another format phone 1300 795 265, using the National Relay Service 13 36 77 if required, or email <[complaints@nhpo.gov.au](mailto:complaints@nhpo.gov.au)>.

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