

Privacy Statement

Dementia Training Australia (DTA) and the University of Wollongong (UOW) is committed to protecting the privacy of each individual's personal information as required under the NSW Privacy and Personal Information Protection Act 1998 (PPIPA) and the Health Records and Information Privacy Act 2002 (HRIPA). In addition to these obligations, DTA and UOW is actively taking steps to comply with the principles of the Privacy Act 1988 (Cth), the European Union General Data Protection Regulation (GDPR) and other best practice privacy legislation in relation to UOW's activities.

Consent Statement

Dementia Training Australia (DTA), as a part of University of Wollongong are committed to ensure that your privacy is protected. Under the [Privacy and Personal Information Protection Act 1998](#) (NSW), the [Health Records and Information Privacy Act 2002](#) (NSW) and other relevant legislation, DTA and the University must take all reasonable steps to ensure that the collection, use, disclosure and handling of your personal and organisation information complies with these laws.

Consent

By signing a Service Agreement, by enrolling or re-enrolling into a DTA course and/or module, subscribing to the Australian Journal of Dementia, or registering onto the DTA website, I consent to DTA and the University collecting, using, or disclosing any personal and/or organisational information I provide for the below primary purposes, and/or any secondary purposes reasonably related to the below primary purposes:

1. The administration of my enrolment, learning progression, completion and the provision of support services to me.
2. Verifying or exchanging **de-identified** information with government agencies and bodies such as, but not limited to, the Commonwealth government department with responsibility for DTA.
3. Responding to any demand for information from courts and/or tribunals or similar judicial agencies whether under subpoena or by force of law.
4. Disclosure of my personal and/or organisation information in exceptional circumstances if considered imperative for reasons of health or safety, such as if I am missing for longer than three weeks.
5. DTA communicating with me for marketing purposes whether I am an actively enrolled student or not.
6. Surveys which may be sent to me to help DTA evaluate and improve services and activities.

Your personal information will not be disclosed to any other person, body or agency unless:

- you give us permission
- it is authorised or required by law
- it meets one of the other exceptions in the Australian Privacy Principles.

What is Personal Information and Why do we Collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone and facsimile numbers.

The Type of Information we Collect

We collect your contact details to continue our engagement with you. We may collect additional personal data depending on your relationship with the University. This may include:

- A record of communication sent to or received from you by post, electronically or by phone
- Your preferred methods of contact
- Your attendance at DTA events, including dietary and venue accessibility requirements if provided by you
- Your interests, activities and any personal updates you provide
- Information about your employment history
- Detail and notes from meetings with DTA staff concerning your learning requirements
- Notes from conversations with training services who may have called you on behalf of the University
- Record of bulk communications such as e-newsletters, including when you opened them, and if you clicked on links to articles within the emails
- Photographs from events, conferences and workshops

This Personal Information is obtained in many ways including conversations, service requests, written correspondence, by telephone and facsimile, by email, via our website www.dta.com.au, from your website, from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect this information for the primary purpose of providing DTA services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you

would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Information Collected Online by DTA

When you visit DTA's website, our servers may collect the following information: (from DoHAC)

- your server and IP address
- the name of the top-level domain (for example, .gov, .com, .edu, .au)
- the type of browser used
- the date and time you accessed the website
- how you interacted with our website
- the previous website you visited.

Where your personal information is collected while visiting our site, we will provide you with details about the purpose for collecting it including how it will be used, whether it's required by or under law and if it's to be disclosed to any other party. We will only use your personal information for the purpose for which you provided it or a directly related purpose.

We do not keep information that we no longer need for the purpose it was collected, unless the law requires us to do so. It is either destroyed or de-identified as required under the [Archives Act 1983](#).

Only authorised DTA staff can access personal information stored by us.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties, such as your employer. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so

we can update our records and ensure we can continue to provide quality services to you.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us or you may update your personal information by logging on to www.dfa.com.au and accessing your account.

In order to protect your Personal Information you may be required to answer a security question to confirm your identity and maintain integrity.

Cookies

We use cookies (small files stored on your device) created both by us and third parties. Cookies allow us to recognise an individual web user as they browse our website. The cookie identifies your browser or device, not you personally. No personal information is stored within cookies used by our website. The information collected includes when you accessed our website, how you accessed the site (for example, from a search engine or an advertisement) and what you did on the website.

The information generated by the cookie may be transmitted to and stored by Facebook and Google, who may use this information for the purpose of compiling reports on website activity for us (or advertising agencies engaged to act on our behalf). Demographic and interest reports may be generated including characteristics such as your age, gender and location. These reports do not identify you personally. We may use them to provide targeted advertising to you and to make policy decisions. If you prefer not to receive cookies, you can adjust your browser settings. However, you may not be able to use the full functionality of the website.

We apply a range of security controls to protect our websites from unauthorised access. However, you should be aware that:

- the internet is an unsecured public network
- there is a risk that your transactions (including emails) may be seen, intercepted or modified by third parties
- downloadable files may contain computer viruses, disabling codes, worms or other devices or defects.

How to Disable Cookies

Your web browser will have an option you may select that will block cookies. Below are links to information about popular web browsers and how to block cookies using them.

- [Firefox](#)
- [Internet Explorer](#)
- [Google Chrome](#)
- [Safari](#)

Any person who is concerned about how their personal or organisation information is being handled by DTA please contact admin@dta.com.au .

Complaints

If you wish to make a complaint about DTA's handling of your personal or organisation information, please contact us.

DTA will discuss your concerns or complaints and endeavour to reach a suitable resolution, referring to any existing DTA and UOW policies or complaint handling guidelines.

If you wish to make a formal request for a review of our conduct in the handling of your personal or organisation information, please contact us. Please provide as much information as possible so we can investigate and respond.

We will:

- let you know that we have received your complaint
- do our best to respond within 30 days of receiving your complaint. If we can't respond within this timeframe, we will let you know.