

Health Complaints Assist Privacy Policy

Polaris Lawyers (“Polaris”) has developed Health Complaints Assist (“HCA”) using technology created by Josef Legal Pty Ltd (“Josef”) to assist people to make a complaint about a health services provider. In this Privacy Policy, the terms “we” and “us” refers to Polaris and Josef.

We are committed to keeping your personal information safe, secure and private. This Privacy Policy describes how we will manage your personal information in relation to Health Complaints Assist.

How we collect personal information

We may collect personal information from you in a variety of ways, including when you interact with us electronically or in person or when you access and interact with Health Complaints Assist. We may receive personal information about you from third parties. If we do, we will protect it as set out in this Privacy Policy.

The kinds of personal information we collect

Personal information is information which is identifiable as being about you. The personal information we collect may include your name, date of birth, contact information, information about your legal and personal affairs and any other information requested by us and provided by you.

How we may use personal information

We may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

Disclosure of personal information

We will disclose your personal information to our employees. We will only disclose your personal information to third parties if you have authorised us to do, if our businesses or assets (or part thereof) are transferred to that third party or if it is required, authorised or permitted by law.

How we hold personal information

Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia. These may include, but are not limited to USA.

How we protect personal information

We are committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information. However, we cannot guarantee the security of any information that you transmit to us, or receive from us. The transmission and exchange of information is carried out at your own risk.

Website

When you come to our website (healthcomplaintsassist.com.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

Accessing your personal information

You have a right to request access to your personal information and you may request that it be correct. If you wish to do so, you can contact info@joseflegal.com or admin@polarislawyers.com.au.

Complaints

If you have any complaints about our privacy practices, you can send details of those complaints to info@joseflegal.com or admin@polarislawyers.com.au. We take these complaints very seriously, and will respond to you as soon as possible.