Information Sheet | ISDDCSP011

Privacy Policy for users of the Dust Diseases Care Application Portal

Dust Diseases Care Application Portal Privacy Policy

This Privacy Policy applies to all pages on the Dust Diseases Care Application Portal, which is part of the icare website (or site).

Some activities on the site (applications and other functions) may have separate privacy statements, consents and disclosures concerning the collection, storage, use and disclosure of information provided under that activity. The statements, consents and disclosures involved are in addition to those given here. There are also irrevocably binding DDC Application Portal Terms and Conditions.

icare does not have any responsibility for the privacy policies or practices of third-party sites linked to this site. If you have any questions about this site, or the application of this Privacy Policy or a request for access to information held please contact:

Privacy Officer
icare
GPO Box 4052
SYDNEY NSW 2001
Email: privacy@icare.nsw.gov.au

We might include links to other sites and they might use web measurement tools, customisation technologies and persistent cookies to inform the service they provide to their users. We are not responsible for the privacy practices or the content of other websites, and we do not use, maintain or share personal information that is collected by other websites.

Users of this site are entitled to expect that any information collected as a result of that use will be treated within the terms of icare's privacy responsibilities and obligations. icare's privacy practices are regulated by the New South Wales *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*.

What information do we collect?

When you look at the pages on this site, our computers automatically record information that identifies, for each page accessed:

- the IP (Internet Protocol) address of the machine which has accessed it;

- the location details such as longitude, latitude, city, region and country;

- your top-level domain name (for example .com, .gov, .au, .uk etc.);

- the address of your server;

- the date and time of your visit to the site;

- the number of bytes transmitted and received for each request

- the previous site or page visited

- search terms used

- the type of browser used.

- the pages accessed and documents downloaded; and

- your login details.

Cookies

'Cookies' are small pieces of text data that a web server can store on, and later retrieve from, a user's computer. They do not personally identify you but do identify your browser. Cookies can be either 'persistent' or 'session' based. Persistent cookies are stored on your computer, contain an expiration date, and may be used to track your browsing behaviour upon return to the issuing web site. Session cookies are short-lived, are used only during a browsing session, and expire when you shut down your browser.

This website uses persistent cookies.

They record your preferences in relation to your use of the site and provide us with other information about your enquiry that allows us to recognise your browser if you return to the icare website in the future. This enables icare to present information that may be most relevant to you based on your previous visits.

The cookies on this site do not read the information on your hard drive. They do not make your computer perform any actions or make your computer send information to any other computer via the internet. icare makes no attempt to associate cookies with users' names or identities. icare makes no attempt to associate cookies with users' names or identities. The icare server cannot find out your name or email address, or anything about your computer, by using cookies.

Managing cookies on your computer

Most browsers are set by default to accept cookies; however you can configure your computer to determine how you would prefer to interact with cookies across the internet. You may wish to set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to allow each cookie on to your hard drive, or to block cookies altogether. However, if you decide to not accept cookies set by this site, some of the web pages may not display properly or you may not be permitted to access certain information.

You may also set your browser so that the cookies set by this web site are destroyed when your browser shuts down and no browser information is maintained which might identify you should you visit our site at a later date. In this way, the persistent cookies set by this site will effectively function as session cookies.

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There are several techniques available for managing cookies in various browsers. Please see the help section of your browser.

An "audit trail" is maintained of all activities undertaken by authenticated users of this system which includes details of their actions, activities performed and their personal information (including, without limitation, name, date of birth, contact details, employment information, location etc).

How do we use the information collected?

Some information collected during each visit is aggregated with similar logged information and published in reports in order for icare to identify patterns of usage of the site. This will assist us in improving this site and the services offered on it.

Once authentication has occurred (i.e. a user has logged into the site), details of users' activities are used for product, policy, claims, audit, security, government, development, support or promotional purposes. Because this system contains business and personal information, it is paramount that icare closely monitor the system to ensure its security, proper use and quality.

icare will not disclose or publish information that identifies individual computers or users without consent (express or implied) or otherwise in accordance with the *Privacy and Personal Information Protection Act 1998*.

Any exceptions to this rule?

icare will collect, use and disclose more extensive information than stated above in the following circumstances:

- unauthorised attempts to access files which are not authorised for a particular user's access;

- unauthorised tampering or interference with files published on the site;

- unauthorised attempts to index the contents of the site by other sites;

- attempts to intercept messages of other users of the site;

- communications which are defamatory, abusive, vilify individuals or groups or which give rise to a suspicion that an offence is being committed;

- inappropriate or incorrect use of the portal and its component systems; and

- attempts to otherwise compromise the security of the web server or breach the laws of the State of New South Wales or Commonwealth of Australia

icare reserves the right to make disclosures to relevant authorities where the use of this site raises a suspicion that an offence is being, or has been, committed. In the event of an investigation, icare will provide access to data to any law enforcement agency that has a warrant or court order to inspect our logs.

Is the information stored securely?

![icare - Insurance and Care NSW]

Yes. Information collected is stored in an appropriately secure format and held by icare for product, policy, claims, audit, security, development, support, promotional, government and archival purposes. We will keep the information for at least seven years or longer, depending on the information. When the information is no longer required for the purposes for which it was collected it is deleted.

Who else has access to information within icare?

icare captures some information on its own computers and through the use of third-party analytical applications such as Google Analytics and/or Google Tag Manager. This is for the purpose of analysis and to report on the success of the site in meeting icare's communication and access objectives.

Other information, relating to a user's activities on the portal, are kept as described above and are available to all relevant parts of the icare business (for example staff of icare Insurance for NSW, risk, audit, finance or business technology without limitation).

If you would like to access information held about you by icare please contact:

Privacy Officer
icare
GPO Box 4052
SYDNEY NSW 2001
Email: privacy@icare.nsw.gov.au

Will this policy be updated over time?

Due to the developing nature of privacy principles for online communication, this policy may be modified or expanded in light of new developments or issues that may arise from time to time. The amended policy will be posted to this site and will operate from the time it is posted.

Further Information

To find out more about what other personal and health information icare holds and how we manage it please refer to our Privacy Management Plan or contact us at: privacy@icare.nsw.gov.au.

The icare privacy policy

If you wish to access, amend or understand the process of how an internal review is conducted by icare please view the applicable forms:

Application for access to personal and/or health information

Application for alteration of personal and/or health information

Internal review conducted by the privacy officer

icare NSW
GPO Box 4052, Sydney NSW 2001
General Phone Enquiries: 1300 738 586
www.icare.nsw.gov.au

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