



## Privacy and Consent Policy

At SOS we take your privacy and security very seriously and will respect and protect your privacy.

This privacy policy explains what personal information we collect and hold, how and why we do so and how we use it. The Policy also explains how you can access and update your personal information and what to do if you have concerns about your privacy.

In dealing with personal information, SOS abides by the Privacy Act 1988 (Cth) and any applicable State or Territory privacy laws

### **What is your personal information?**

Your personal information is information about you which can identify you. It may include your name, address, email address, phone number and other information you may choose to provide to us. Should you choose to have SOS provide services to you, we may also have access to or hold details related to your care and supports including financial and health documentation.

### **Disclosure of your personal information**

SOS will not sell, rent or provide your personal information to anyone outside SOS except where you request that we do so, expressly consent to us doing so, or where we are required to by law.

### **Personal information collection and handling**

SOS acts to ensure that your personal information is held securely. Only partners, staff and contractors authorised by SOS have access to your information. SOS has systems in place relating to storage and access of both physical and online files to protect your personal Information from misuse and loss, and from unauthorised access, modification or disclosure.

## **Use of your personal information**

All personal information you provide to SOS will be used only for the purpose you provided it.

For example, if you provide your email address because you sent us an email, we will not add your email address to any mailing lists without your express consent.

Generally, we will use the information you give us in order to provide services to you, to communicate with you and to comply with legal obligations.

## **Management of personal information on our website**

You can browse the SOS website anonymously. The SOS website does not collect personal information when you only browse the website.

Should you choose to contact us via submitting a contact form on the website, this information will be transferred to us via secure form submission. This information may include your name, email address, phone number, physical address and any other information you choose to share. SOS will hold and use this personal information to provide services to you, conduct business, communicate with you, conduct research and evaluation and to comply with legal obligations.

The SOS website has been tested to an advanced level of site security and undergoes frequent updates relating to security advancements. However, there are inherent risks in transmitting information across the internet, including the risk that information sent to or from a website may be intercepted, corrupted or changed by third parties. If you have any security concerns, or if you wish to provide personal information by other means such as by telephone or post, you may contact SOS at [info@dontstress.com.au](mailto:info@dontstress.com.au), 02 9838 0444, or PO Box 577 Kings Langley NSW 2147.

## **External Links and Social Media**

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy.

Our website also uses interfaces with social media sites such as Facebook, LinkedIn and others. If you choose to "like" or "share" information from this website through these services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information.

## **Cookies and Tracking**

To improve your experience on our site, we may use 'cookies'. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser.

Our website uses Google Services which monitor site traffic. These services transmit website traffic data to Google servers in the United States. These services do not identify individual users or associate your IP address with any other data held by Google. We use reports provided by these Google services to help us understand website traffic and webpage usage.

By using this website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy and for the purposes set out above. You can opt out of this if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google

## **Your access to your personal information**

If you would like to update your personal information, please contact SOS at [info@dontstress.com.au](mailto:info@dontstress.com.au).

If you would like a copy of the personal information, we have relating to you, please contact SOS at [info@dontstress.com.au](mailto:info@dontstress.com.au)

## **Complaints**

If you feel SOS has breached our privacy obligations, please contact SOS at [info@dontstress.com.au](mailto:info@dontstress.com.au), 02 9838 0444, or PO Box 577 Kings Langley NSW 2147. We take privacy-related complaints very seriously and consider all complaints carefully.

If you feel your complaint has not been satisfactorily addressed in the first instance, or that it is taking too long to resolve, you may contact:

- The Office of the Australian Information Commissioner  
Phone: 1300 363 992  
Website: [www.oaic.gov.au](http://www.oaic.gov.au) Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- Ombudsman NSW  
Level 24  
580 George Street Sydney NSW 2000  
Online complaint website:

<https://www.ombo.nsw.gov.au/complaints/making-a-complaint>

Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

Phone: 02 9286 1000

Or Phone: 1800 451 524

Fax: 02 9283 2911

Translating and Interpreter Service (TIS): 131 450

### **Updates to this Privacy Policy**

SOS reserves the right to update this privacy policy as required. The most up to date version will always be found here.