

New Privacy Statement

Personal Information Protection

The Office of the Ombudsman and Health Complaints Commissioner (the Office) values the privacy of every individual's personal information.

We are committed to protecting the information we collect and use by compliance with the obligations provided under the *Personal Information Protection Act 2004*.

Protecting your personal information is an important aspect of the way we create, organise and implement our activities online and off-line.

You can access the home pages of our websites and browse our sites without disclosing personal information. The Office will only record an individual's email address and/or contact details if the individual sends this information to us for the purpose of corresponding. The information an individual provides is collected for the purposes of responding to the matters raised in an individual's electronic correspondence.

We will ensure that your personal information will not be used or disclosed to other State institutions and authorities except if required or allowed by law.

We may collect non-personal information in gathering statistical information on how our websites are used, or to assist you in navigating through our websites.

We have implemented technology and security policies, rules and measures to protect the personal information that we have under our control from unauthorised access, improper use, unsanctioned alteration, unlawful or accidental destruction and accidental loss.

We will destroy personal information where it is no longer required (except where required to be kept in compliance with the *Archives Act 1983*). We will take reasonable steps to ensure that personal information is accurate, complete and up to date whenever the Office discloses or uses it.

Please note:

This personal information protection statement does not extend beyond the Office's websites. When linking to other sites from any of our websites, we recommend that you read the relevant privacy statement of that site to familiarise yourself with the privacy policy that applies to it.