



Privacy Policy

We respect and protect the privacy of our users.

You can use this service without telling us who you are or revealing any information about yourself. You do not need to identify yourself or use your real name. If you provide us your email or phone number it will only be used for the purpose for which you have provided it and will not be added to any mailing lists without your prior consent.

HeadtoHelp is committed to protecting your privacy in accordance with the Commonwealth *Privacy Act 1988* including the thirteen Australian Privacy Principles (APPs) contained in that Act.

Website analytics

To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard, and most major websites use them.

HeadtoHelp.org.au uses cookies for maintaining contact with a user through a website session. A cookie is a small file supplied by HeadtoHelp and stored by the web browser software on your computer when you access our site. Cookies allow us to recognise you as an individual web user, as you browse our website.

Two cookie types may be used by this website:

- Session cookies
These exist only for the duration of a web browser session with a particular website/host. All cookies will be immediately lost when you end your Internet session or shut down your computer. Our copy of your information will be automatically deleted 20 minutes after you last used the system. This information is only used to help you use our website systems more efficiently, not to track your movements through the Internet, or to record private information about you.
- Persistent cookies
These exist for a defined period of time (usually beyond the termination of the current session) before expiring.

Cookies privacy

No personally identifiable information is stored within cookies used by this website. No attempt will be made to identify anonymous users or their browsing activities unless legally compelled to do so, such as in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Internet Service Provider's log files.

You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of this website.

Other websites

This website contains links to other sites. HeadtoHelp is not responsible for the privacy practices of any third parties nor are they responsible for the material contained in a website that is linked to this site.

When you go to other websites from here, we advise you to be aware and read their privacy policy.

Analytics

Any system on this website that records information about you will specifically ask your permission first.

When you visit this site, HeadtoHelp makes a record of your visit and logs the following information for statistical or systems administration purposes:

- the user's server address
- the user's top level domain name
- the date and time of access to the site
- pages accessed and documents downloaded
- the previous site visited
- type of browser used

This information is analysed to show broken links in our website, bottlenecks, and other site problems. We use this information to maintain our site for your efficient use.

No attempt will be made to identify users or their browsing activities unless legally compelled to do so, such as in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Internet Service Provider's log files.

Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics 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](#) (external site) and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the [opt-out service provided by Google](#) (external site).

Social media

HeadtoHelp.org.au also uses interfaces with social media sites such as Facebook, Twitter, 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.

Our obligations

This online service is bound by the provisions of the [Privacy Act 1988 \(Cth\)](#) (external site), including the [Australian Privacy Principles](#) (external site).