

Website Privacy Notice

As a healthcare company, Camurus Pty Ltd (**Camurus**) recognises the importance of privacy and is committed to the management and handling of Personal Information and Sensitive Information in an open and transparent way. Camurus is required to comply with the Australian Privacy Act 1988 (Cth) (**Privacy Act**) and this Website Privacy Notice, together with [Camurus' Privacy Policy](#), creates a framework to ensure that any Personal Information Camurus holds is collected, used, stored and disclosed in accordance with the Australian Privacy Principles in the Privacy Act. By accessing and using this website, you accept the terms and conditions of this Website Privacy Notice. This Website Privacy Notice should be read in conjunction with the website [Conditions of Use](#).

Camurus' parent company and many Camurus affiliates are subject to the European General Data Protection Regulation (**GDPR**). Although many of the privacy principles of the GDPR are similar to the Privacy Act and other Australian privacy laws, there are some differences. Users of this website from outside of Australia should understand that although their Personal Information will still be subjected to the same information security standards as are applied to all Personal Information held by Camurus and its affiliates, however it will be managed in accordance with the Privacy Act.

Personal Information

The information collected will be necessary for the operation of this website by Camurus, and will be collected fairly and lawfully. Camurus will inform individuals why personal information is being collected, and use Personal Information only for the purposes for which it was collected and/or consented to by the individual. By using this website, you are deemed to have consented to the collection of Personal Information as outlined in this Website Privacy Notice.

Cookies

Camurus' websites make use of 'cookies' which are small text files that are stored in the visitor's local browser cache. This enables recognition of the visitor's browser to optimise the website and simplify its use. Most browsers are set up to accept these cookies automatically, however you can deactivate the storing of cookies or adjust your browser to inform you before the cookie is stored on your computer. Data collected via cookies will not be used to determine the personal identity of the website visitor.

Supportyourlife.com.au uses 3 statistic cookies which help us to understand how visitors interact with our website by collecting and reporting information anonymously.

Cookie name: _ga

Provider: Supportyourlife.com.au

Cookie purpose description: Registers a unique ID that is used to generate statistical data on how the visitor uses the website.

Expiry: 2 years

Data is sent to: Sweden

Cookie name: _gat

Provider: Supportyourlife.com.au

Cookie purpose description: Used by Google Analytics to throttle request rate.

Expiry: 1 day

Data is sent to: Sweden

Cookie name: _gid

Provider: google-analytics.com

Cookie purpose description: Used to send data to Google Analytics about the visitor's device and behaviour. Tracks the visitor across devices and marketing channels.

Expiry: Session

Data is sent to: United States

Camurus is continuously working to improve this website, and uses Google Analytics to analyse website user behaviour on an anonymous and aggregated level.

If you do not wish to accept cookies you can change your web browser's settings to automatically deny the storage of cookies or to inform you when a website wants to store cookies on your computer. Previously stored cookies can also be deleted through the web browser. Some areas and functions on this website require cookies and may not function if cookies are deleted or declined.

If you wish to remove the cookies that are already on your equipment, and you are using a PC and a newer browser, you can press CTRL + SHIFT + DELETE simultaneously. If this shortcut does not work, you can find the support pages for the most commonly used browsers as well as a link to delete flash-cookies here:

[Internet Explorer](#)

[Mozilla Firefox](#)

[Google Chrome](#)

IP Addresses

When using this website, the IP address, the referring website URL and the date and time of file requests to which information is sent will be collected automatically from your browser. This information is used to monitor activity within the website, and used to maintain and improve the quality of information that Camurus displays.

The IP address is not linked to an individual's Personal Information, however Camurus reserves the right to use IP addresses to identify individuals should the website be threatened or in the event of actual or attempted unauthorised access to Camurus' servers.

Use of Personal Information

Access to Personal Information is limited to a restricted number of Camurus employees. Camurus will not use or disclose Personal Information to third parties, without an individual's consent, for purposes other than those listed below.

- to supply with a service or product which has been requested
- when permitted under an agreement with the individual
- to lessen a serious threat to a person's health or safety
- when required by law
- when required for the enforcement of law
- emergency situations

Camurus will not provide this information to any other company for that company's independent use. When requested, Camurus takes reasonable steps to advise the individual of:

- the sort of Personal Information it holds
- the purpose for which Personal Information is collected
- methods of collection, storage, use and any disclosure
- the period Personal Information will be retained
- people entitled to access Personal Information and conditions under which they are entitled to this access
 - steps an individual can take to access their Personal Information held by Camurus

Spam

Camurus complies with the Commonwealth SPAM Act, and therefore Camurus will not send individuals a commercial electronic message unless permitted by the Act.

Storage and Security

Camurus will take responsible steps to ensure that all Personal Information is captured, managed, stored and transmitted in accordance with its Privacy Policy. Camurus uses technical and organisational security precautions to protect data from misuse, interference or loss and from unauthorised access, modification or disclosure. Camurus' security procedures are continuously revised based on new technological developments to ensure that any Personal Information that is provided to Camurus by you through Camurus' systems will be protected against possible misuse by third parties.

Data Retention

Camurus will maintain your Personal Information for as long as is necessary to fulfil the purposes for which it was collected and for additional legal purposes related to Camurus' legitimate business interests. Camurus will destroy or restrict access to information in compliance with Privacy Act.

Camurus expects to increasingly makes use of web analytics, including analysis by third party service providers, which may use IP addresses. While this may in some circumstances be 'Personal Information' neither Camurus nor the service providers have any interest in an individual's browser activities and will not use the information to take any action targeted to individuals without having obtained that person's consent

Website Privacy Notice Changes

Camurus may change the terms of this Website Privacy Notice or its Privacy Policy at any time. If amended, the revised Website Privacy Notice will be posted on this website. Camurus recommends that individuals review the Website Privacy Notice whenever the website is visited.

Complaints

All complaints regarding your Personal Information should be made in writing to Camurus' Privacy Officer. Camurus will respond to your complaint within 30 days of receipt of your correspondence or within any further time notified to you in writing.

If you are not satisfied with the outcome of the response you receive, we can refer you to the Office of the Australian Information Commissioner (as applicable) for further investigation.

Contact Us

All requests relating to access, correction or deletion of Personal Information, or any other information relating to Camurus' Privacy Policy should be made in writing to:

The Privacy Officer

Camurus Pty Ltd
Hyde Park Hub
223 Liverpool St
Darlinghurst, NSW, 2010
Australia

Email: australia@camurus.com

Phone: 1800 142 038