

## General FAQs

### **What is Elker and is it secure?**

Elker is a cloud-based platform owned and managed by an external provider enabling you to report information to CICM securely.

You can choose to remain anonymous or provide your name and contact details. Elker's two-way encrypted messaging system lets you communicate with your selected contact whether you have remained anonymous or provided your name.

### **How does Elker keep information secure?**

All data you include when submitting a report through Elker is encrypted with industry-standard AES-256 cryptography. This means no-one aside from you and your contact person will be able to view your data without consent. This means no-one else at CICM or Elker is able to access your private information.

Elker is audited annually to maintain the highest level of data security.

### **Where is Elker data stored?**

All data provided through your report on Elker is stored in Sydney at the Amazon AWS Data Centre. Both AWS and Elker are regularly audited for their data security.

All data stored on AWS servers is encrypted and secure.

### **If I choose to be anonymous, how can I be sure that I'm anonymous?**

If you do not provide your name or contact details, there is no way to identify you. Elker removes all the metadata your web browser (Chrome, Safari, Firefox, Edge, Brave etc.) normally sends to websites to communicate with them.

Though this metadata cannot personally identify you, we ensure it is properly removed from your report. We also ensure, during the reporting process, only the information you choose to supply is sent to your chosen contact.

### **Why is the login key important?**

A benefit of the Elker reporting platform is the ability to remain anonymous.

The Login Key is a code giving you access to your private report dashboard to track your report's progress and communicate with your contact person anonymously. The Login Key replaces the need to provide personal data for logging in.

**How to use your login key?**

To return to your dashboard use the QR code or the web link to access the Elker platform, click 'Login' and enter your Login Key. From your private dashboard, you can then review your existing reports, or make additional reports without having to create a new Login Key.

Note that every report you submit is isolated and submitting multiple reports from the one private dashboard will not risk identifying you.

**What happens if I lose my login key?**

Login Keys are like passwords, and we know that passwords can sometimes get lost.

If you have previously activated an account recovery option, you can use this to log back in. To do this, either scan the QR code or visit the web link. Click 'Login' and click 'View recovery options'. Select your recovery option from the list and follow the instructions.

If you have not activated an account recovery option, you will not be able to recover your Login Key. To follow up and be involved in the resolution of your matter we recommend submitting a second report to the same contact person, outlining the information provided in your initial report and a note to your contact person explaining that you lost your key and the need to submit the second report. This will allow your contact to link the two reports together and keep you notified of any updates.