

Elker Service Information Privacy Notice

Purpose

The Elker service enables people to share information and receive support, advice, or action in a simple and confidential way. CICM makes the Elker service available for use in this way.

Information provided through the Elker Service will be handled in accordance with this notice, the privacy policies referred to below and applicable data privacy laws.

What information does Elker collect?

Elker collects information on behalf of CICM and stores and manages it in a secure format on behalf of CICM.

What information does CICM collect?

When Reporters provide information to CICM through the Elker Service they may choose to include contact details or other personally identifying information. Throughout the reporting process the Reporter may choose to provide personal information about themselves or others. If a Reporter submits an anonymous report but later chooses to provide contact details or otherwise identify themselves, that identifying information can be viewed by the contact they nominate and other client users they give consent to share that information with.

Any information provided by the Reporter can be viewed by the Reporter's selected contact and will be used by CICM for providing assistance, support and resolution processes. Further details are provided in [CICM data collection and privacy policy](#).

Why is reported information collected?

CICM collect this information from Reporters through the Elker platform to respond effectively to the report and provide tailored support and advice or take targeted action.

Who might this reported information be shared with?

Reported information will be provided to the users nominated contact. It may be shared within CICM on a need-to-know basis. This will only be done to address and respond to the person making report and only with consent from the Reporter.

Where the Reporter provides consent to their nominated contact, that contact may share the reported information with third parties such as an EAP, mediator, investigator or coach. CICM will also share this information where legally required.

How does CICM handle personal information?

CICM's Privacy Policy provides further information about how reported data that can be classified as personal information will be handled, how you may access and correct personal information about yourself, and how to make a complaint.

[CICM - Privacy](#)

Any queries about data stored on the Elker platform can be sent to privacy@elker.com.