

PRIVACY POLICY

Background

(A) NEEDA CARE AUSTRALIA PTY LTD's policy is to respect and protect the privacy of all people connected with the National Disability Insurance Scheme (NDIS) inclusive of participants, providers, employees and contractors. In dealing with personal information, NEEDA CARE AUSTRALIA PTY LTD abides by the obligations imposed under federal law, inclusive of the Privacy Act 1988 (Cth) and the National Disability Insurance Scheme Act 2013 (Cth).

(B) The Privacy Act 1988 (Cth) authorises the collection of personal information where this is required to facilitate access to services provided under the NDIS and perform the other functions required for service provision. The National Disability Insurance Scheme Act 2013 (Cth) sets the provisions for confidentiality and secrecy which limit how NEEDA CARE AUSTRALIA PTY LTD collect and use personal information and when and to whom this information can be disclosed.

1. Information collected and stored

(a) NEEDA CARE AUSTRALIA PTY LTD will collect information which is considered reasonably necessary to carry out our role as service providers. The kinds of information we collect and store includes, but is not limited to, personal information (as defined under the Privacy Act 1988 (Cth)) about the participants and other users of our services, and about our employees, contractors and providers.

(b) We may collect the following types of personal information:

- (i) identity information, such as your full name and date of birth;
- (ii) contact details, such as your email and phone number;
- (iii) government identifiers, such as your participant number under the National Disability Insurance Scheme (NDIS) if applicable;
- (iv) the relevant NDIS Plan information when provided;
- (v) any information or documents which you upload to the NEEDA CARE AUSTRALIA PTY LTD platform;
- (vi) information about your interactions with us on or via the NEEDA CARE AUSTRALIA PTY LTD platform;
- (vii) information you provide via free text inputs on or via the NEEDA CARE AUSTRALIA PTY LTD platform;
- (viii) your occupation;

- (ix) your preferences;
- (x) your relationship to other users of NEEDA CARE AUSTRALIA PTY LTD;
- (xi) information about you, which is held by third parties, where you have provided your separate consent to such collection, such as information that is or was held by the National Disability Insurance Agency; and
- (xii) other personal information that may be required in order to facilitate your dealings with us.
- (xiii) financial information, such as your bank account details or credit card information, when necessary for processing payments or reimbursements;
- (xiv) technical and usage data, such as your IP address, browser type, device identifiers, cookies, web beacons, and other tracking technologies that collect information about your online activities on the NEEDA CARE AUSTRALIA PTY LTD platform;

2. Sensitive information

- (a) Sensitive information is defined under the Privacy Act 1988 (Cth) as “Information or an opinion about an individual’s: racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual orientation or practices; criminal record; or health information”.
- (b) Without your consent, we will not collect information sensitive information. Sensitive information will only be collected if it is specifically required for operational purposes. This is subject to certain exceptions such as when collection is required by law, or when the information is necessary for the establishment, exercise or defense of a legal claim.
- (c) Where consent for sensitive information collection is required, it must be expressed through explicit written authorization. Such consent shall specify the type of information being collected, its intended use, and retention period. You may withdraw consent at any time by submitting a written request, upon which we will cease collection and process the withdrawal within [DAYS] business days, except where retention is legally required.

3. Purposes of information collection and storage

- (a) Where an individual has provided consent, NEEDA CARE AUSTRALIA PTY LTD will use and disclose the personal information we collect to:
 - (i) provide and improve our services to our clients and their family members;
 - (ii) process donations and communicate with our donors and supporters, including sending them information (which may be by phone, email or other electronic means);
 - (iii) communicating with our clients and their family members, donors and supporters, and volunteers (including responding to queries and complaints) and distributing our

- publications, conducting events and raising awareness about our services;
- (iv) our general business activities, including interacting with contractors and service providers, billing and administration including measuring and assessing the level of support we receive and the effectiveness of our fundraising activities and assessing applicants for positions with us

(b) We will not share any of your personal information with third parties without your consent except:

- (i) if we are required by law or we believe in good faith that such action is necessary in order to comply with law, cooperate with law enforcement or other government agencies, or comply with a legal process served on the company (including other service providers or insurers) or court order;
- (ii) the disclosure of the information will prevent or lessen a serious and imminent threat to somebody's life or health;
- (iii) to our contractors, service providers and volunteers only to the extent necessary for them to perform their duties to us.
- (iv) in the event of a merger, acquisition, or sale of all or a portion of our assets, in which case personal information held by us about our customers will be among the assets transferred to the new owner;
- (v) to third-party service providers who have entered into binding data protection agreements, ensuring they maintain the same level of privacy and security standards as required by Australian privacy laws and NDIS requirements;

(c) We are obliged to report to the Australian government and other bodies on the services they fund us to provide. Reports cover demographic and service use information only.

4. Processes for collecting and storing information

- (a) NEEDA CARE AUSTRALIA PTY LTD has systems and procedures in place to protect personal information from misuse and loss, as well as from unauthorised access, modification or disclosure. These steps include:
 - (i) paper-based records which are held securely;
 - (ii) access to personal information is on a need-to-know basis, by authorised personnel;
 - (iii) storage and data systems are regularly updated and audited
 - (iv) use of encryption technologies to protect personal information during transmission and storage;
- (b) When no longer required, personal information is either archived or destroyed in accordance with federal law.

5. Accessing and correcting your personal information

- (a) NEEDA CARE AUSTRALIA PTY LTD aims to ensure that all personal information held about a person is accurate, up to date, complete and relevant before acting on it. If a person learns that the personal information that NEEDA CARE AUSTRALIA PTY LTD holds about them is inaccurate, outdated, incomplete, irrelevant or misleading that person can contact NEEDA CARE AUSTRALIA PTY LTD through the methods detailed in so that the information can be updated accordingly.
- (b) Where a person requests NEEDA CARE AUSTRALIA PTY LTD to correct the personal information we hold about them, we will action this request promptly. A person can request that we notify this change to any other agencies or organisations that we have previously disclosed the personal information too.
- (c) If we do not agree to correct our records as requested, we will give written notice of the decision, setting out our reasons for refusing this request and how the person can lodge a complaint about our decision.
- (d) We will respond to your request to access or correct your personal information within 30 days of receiving your request. If we require more time to respond, we will notify you and explain the reasons for the delay.

6. Making a complaint

- (a) You may make a complaint about our handling of your personal information, including if you think we have breached the Privacy Act, by contacting NEEDA CARE AUSTRALIA PTY LTD in writing, by email, mail or fax to the contact information set out at the end of this privacy policy.
- (b) NEEDA CARE AUSTRALIA PTY LTD will aim to resolve your complaint within days from when your request was made. If we are not able to resolve your complaint, you may wish to contact the Office of the Australian Information Commissioner at the details set out below.
- (c) You may also lodge a complaint with the NDIS Quality and Safeguards Commission if you are not satisfied with our response or if your complaint relates to NDIS services. The Commission can be contacted on 1800 035 544 or through their website at www.ndiscommission.gov.au.

7. Contact information

If you would like to leave feedback or complain about the service you have received from us or you feel that we have breached your privacy obligations, please contact us through any of the following methods.

Phone:

Email:

Postal Address:

If you want to obtain additional information on your privacy rights and how you can enforce them, you can visit the website of the Office of the Australian Information Commissioner at:
<http://www.privacy.gov.au> or <http://www.oaic.gov.au/>