

Your Privacy

Our policy is to respect your privacy. To provide you with the best possible service, we need to collect and hold personal and sensitive information about you. This information enables us to:

- contact and communicate with you;
- provide you with quality care;
- provide adequate response in the event of an emergency;
- assess the health and safety risks posed to you and our staff in certain situations;
- keep accurate records about you and your personal goals; and
- review the performance of our staff and improve our service by identifying staff training needs.

What kinds of personal information do we collect?

The kinds of information we collect includes:

- your name, address, date of birth and age;
- gender;
- details about your physical or mental health, including disabilities; and
- details of guardians and NDIS plan nominees, including names, addresses and contact details.

We may also collect some 'health information' such as information about health issues or your disability from doctors you have seen or health services you have received.

When our support workers work with you, we also keep notes about what happens whilst providing support. This enables us to see how you are progressing towards meeting your personal goals and enables us to ensure our workers provide you with the best possible support.

How do we treat personal information that is also sensitive information?

Your sensitive information is the information we collect about your health or disability. We are very careful with this information and ensure it can only be accessed by the employees who are rostered to work directly with you, their manager and some administrative staff as required.



How do we collect your personal information?

We often collect information from you directly or from a person who is authorised to represent you (e.g. your Power of Attorney).

At times it might be necessary to collect information from a third party, such as your doctor, if you or your representative provide consent.

How do we disclose information to third parties?

We disclose your personal information to:

- our employees;
- IT service providers who store your electronic information securely on our behalf;
- regulatory authorities, law enforcement officers and NDIS auditors, as required by law;
- your NDIS Support Co-Ordinator (if you have one); and
- NDIS Local Area Coordination personnel.

How do we protect your personal information?

We require employees to be consistent and careful in the way they manage what is written and said about you and how they decide who can see or hear this information.

We take steps to ensure no-one can access information we hold about you without you or your legal representative's consent unless that access is authorised or required by law. We have systems and procedures in place to protect personal information from misuse and loss, as well as from unauthorised access. These steps include:

- our offices have secure access;
- keeping paper files in a lockable cabinet;
- electronic files are protected by security and password access to relevant staff only; and
- access to personal information is on a need-to-know basis, by authorised personnel.

We cannot guarantee the security of any information that is transmitted to or by us over the Internet. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that the personal information we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

How can you access or update your personal information?

We aim to ensure that the information we hold about a person is accurate, up to date, complete and relevant. If you learn that information we hold about you is inaccurate or irrelevant you should contact us so your information can be updated.



If you would like to see information we hold about you, you can ask to access the information by contacting our Privacy Officer. Sometimes it may not be possible to give you a copy of all the information we hold about you, especially if it contains details about other people, or if providing the information may lead to harm being done to another person. We will endeavour to provide you with your information as soon as possible (and by no later than 2 weeks of the request).

What if you have a complaint?

If you think we have breached your privacy, please contact your nominated contact person. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint.

If, after receiving our response, you are not satisfied the issue has been addressed, please contact our Privacy Officer at: feedback@thesupportpeople.com.

Amendments

We may change or update our Privacy Policy from time to time. If we do, we will post the changed or updated version on our website: www.thesupportpeople.com

Last update: 29/11/2019