



Privacy Policy

Policies & Procedures

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PRIVACY POLICY

Scope

This Policy applies to all Participants and staff members.

Purpose

is committed to providing quality services to its NDIS Participants. This policy and associated set of procedures outlines' ongoing obligations to all Participants in respect of how 123 Support Services manage their Personal Information.

Definitions

| TERM | DEFINITIONS |
|--------------------|--|
| Participant | A Participant is a person receiving goods and/or services from 123 Support Services. |
| Employee | An employee is a person who is hired to provide services in exchange for compensation. An employee is a paid member of staff – this can be on a full-time, part-time, fixed term or casual basis. This includes contractors providing services to 123 Support Services for a set time or specific task and those engaged in the performance of duties. |

Aims

123 Support Services' Privacy Policy & Procedures ensures that 123 Support Services has an effective, efficient and lawful approach in collecting, using, disclosing, storing, securing and disposing of your Personal Information.

Privacy Information

What is Personal Information and why do 123 Support Services collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information 123 Support Services collect include: names, addresses, email addresses and phone numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website, from media and publications, from other publicly available sources, and from third parties. 123 Support Services don't guarantee website links or policy of authorised third parties.

123 Support Services collect your Personal Information for the primary purpose of providing our services to you, providing information to our Participants and marketing. 123 Support Services may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would

reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When 123 Support Services collect Personal Information, 123 Support Services will, where appropriate and where possible, explain to you why 123 Support Services are collecting the information and how 123 Support Services plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose; and with your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, 123 Support Services will collect your Personal Information only from you. However, in some circumstances 123 Support Services may be provided with information by third parties. In such a case 123 Support Services will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, 123 Support Services will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in Participant files which will be kept by us for a minimum of seven (7) years.

Access to Your Personal Information

You may access the Personal Information 123 Support Services hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing:

- by email: admin@123supports.com

will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, 123 Support Services may require identification from you before releasing the requested information.

Maintaining the Quality of Your Personal Information

It is important to us that your Personal Information is up to date. 123 Support Services will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information 123 Support Services have is not up to date or is inaccurate, please advise us as soon as practicable so 123 Support Services can update our records and ensure 123 Support Services can continue to provide quality services to you.

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.

Privacy Fact Sheet

Participants

The only clients of 123 Support Services are NDIS Participants. 123 Support Services is committed to providing quality services to all its valued clients. 123 Support Services' Privacy Policy & Procedures ensures that 123 Support Services has an effective, efficient, and lawful approach in collecting, using, disclosing, storing, securing and disposing of your Personal Information.

What if there's an issue?

Personal Information is information or an opinion that identifies an individual. You may access the Personal Information 123 Support Services hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us:

- by email: admin@123supports.com