

Australia Disability Participant ABN 59 656 602 247

Australia Disability Participant Pty Ltd (**Australia Disability Participant**) respects your privacy. This statement explains why we collect and use your personal information and the parties to whom your information may be disclosed and obtains your consent to such collection, use and disclosure.

Using and sharing your personal information

The personal information we process about you will include information about you and your disability. This information may take many forms including as written by us and by other health professionals as well as photographs and videos of you and your condition taken by us or other health professionals.

We use your personal information to provide, manage and administer care to you and for purposes directly or indirectly related to providing, managing and administering such care.

In addition to this, we may also share your personal information with:

1. Australia Disability Participant's funding providers
2. your doctor and other NDIS providers
3. government and regulatory bodies, including the National Disability Insurance Agency, Medicare, other state-based disability government agencies, and the Australian Taxation Office
4. NDIS approved auditors for the purposes of undertaking audit and other quality assurance activities in respect of Australia Disability Participant related to Australia Disability Participant obtaining or maintaining registration as an NDIS registered provider. As a Participant, you will be automatically enrolled in NDIS audits. However, you may opt out at any time.
5. people acting on your behalf including their nominated representatives, legal guardians, executors, trustees and legal representatives.
6. the police, or to the Disability Services Commissioner, or to comply with compulsory notices from courts of law, tribunals or Government Agencies
7. financial institutions for payment processing
8. Australia Disability Participant's contracted service providers
9. others, without your consent, if we are required by law to do so
10. other persons as specified in our Privacy and Dignity Policy.

In some circumstances, information could be provided without your consent if required or authorized by law.

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How is information stored and used?

- (a) Australia Disability Participant holds personal information in a number of ways, including in hard copy documents, electronic databases, email contact lists, and in paper files held in drawers and cabinets. Paper files may also be archived in boxes and stored offsite in secure facilities.
- (b) Australia Disability Participant must take reasonable steps to:
 - (1) make sure that the personal information that Australia Disability Participant collects, uses and discloses is accurate, up to date and complete and (in the case of use and disclosure) relevant;
 - (2) protect the personal information that Australia Disability Participant holds from misuse, interference and loss and from unauthorised access, modification or disclosure; and
 - (3) destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the Australian Privacy Principles, subject to other legal obligations and retention requirements applicable to Australia Disability Participant.
- (c) Australia Disability Participant employees must only access and use personal information for a valid work purpose. When handling personal information, employees should:
 - (1) confirm recipient details before sending faxes or emails;
 - (2) always store any hard copies of confidential information that is not being used in a secure cabinet or room;
 - (3) be aware of the surroundings and people nearby;
 - (4) limit taking hard copy information away from secure sites;
 - (5) secure information when travelling e.g. in briefcase, folder etc.;
 - (6) dispose unneeded copies of information securely; and
 - (7) ensure the information is available to people who need to access it.
- (d) Australia Disability Participant employees may only share personal information as set out under this policy and in circumstances permitted under law.

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Complaints and Incidents

The Australia Disability Participant Privacy and Dignity Policy contains information about how you can access the personal information we hold about you, how you can make a complaint about a breach of your privacy or the Privacy Act and how we will deal with your complaint (i.e. in accordance with our Feedback and Complaints Management Policy).

Any breach or alleged breach of your privacy will be taken **seriously**. In each case, the incident has to be reported and managed in accordance with our Incident Management System set out in our Incident Management and Reporting Policy. For more information see our Incident Management and Reporting Policy.

You can contact us using the details set out below if you have any questions or concerns including to request a copy of our Privacy and Dignity Policy, Feedback and Complaints Management Policy or Incident Management and Reporting Policy.

Australia Disability Participant Pty Ltd
Email: info@australiadp.com.au
Telephone 1300 633 845

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