

Privacy Policy

Our Commitment to Privacy Disability Housing Solutions is committed to safeguarding the privacy of everyone we work with, including NDIS participants, providers, employees, and contractors. We handle personal information in accordance with the *Privacy Act 1988 (Cth)* and the *National Disability Insurance Scheme Act 2013 (Cth)*, ensuring that your privacy is respected and protected.

The laws allow us to collect personal information where needed to deliver NDIS services and perform our responsibilities. The NDIS Act also includes strict rules around confidentiality and when and how we can share your personal information.

1. What Information We Collect We collect only the personal information necessary to provide our services effectively. This may include:

- Your name, date of birth, and contact details
- Your NDIS participant number (if relevant)
- Details from your NDIS plan
- Information you share with us via forms, emails, or platforms
- Details of your communication or interactions with us
- Health or medical information, including names of your healthcare providers or services you receive

We may also collect information from third parties, such as the NDIA, but only if you have given permission.

2. Sensitive Information Sensitive personal data includes information like racial or ethnic background, political or religious beliefs, sexual orientation, and health status. We will only collect sensitive information if:

- You give us consent, or
- It's required by law or necessary for legal purposes

3. Why We Collect Your Information With your permission, we use personal information to:

- Deliver and enhance our services
- Communicate with clients, families, supporters, or volunteers
- Send updates

- Carry out day-to-day operations like property management, accounts and claiming, staff coordination, and recruitment

We will not share your information with others without your consent unless:

- We are legally required to
- There's an immediate risk to someone's safety
- It's necessary for our staff or contractors to do their work

In some cases, we may report general data (without identifying individuals) to government bodies.

4. How We Keep Your Information Safe We take reasonable steps to keep your personal data secure and prevent misuse or unauthorised access. This includes:

- Storing of paper records securely
- Restricting access to authorised personnel
- Regularly maintaining our IT systems

When we no longer need your information, we archive or destroy it according to Australian laws.

Use of Offshore Virtual Assistants

To support the delivery of our NDIS services, we may engage virtual assistants (VAs) or administrative personnel based overseas. These individuals may access personal or sensitive information strictly for operational purposes such as scheduling, documentation, or participant support.

All offshore personnel:

- Operate under binding agreements aligned with Australian privacy laws;
- Access information only via secure systems we control;
- Are trained in privacy, confidentiality, and data protection.

This access is considered a **use** of information, not a disclosure, and is limited to the original purpose for which your information was collected. We do not disclose personal information overseas unless required by law or with your express consent.

5. Accessing and Updating Your Information We want to make sure the information we hold is correct. You can contact us via phone (1300 419 819) or email (susanna@disabilityhousingsolutions.com.au) to:

- Review your information

- Request a correction
- Ask us to notify others we've shared your information with if there's a correction

If we cannot update your information, we will explain why and let you know how to appeal the decision.

6. Complaints Process If you believe your privacy has not been handled properly, please contact us in writing at Susanna@disabilityhousingsolutions.com.au. We aim to respond within 30 days. If we can't resolve your concern, you can contact the Office of the Australian Information Commissioner (OAIC).

7. Changes to This Policy We may update this privacy policy from time to time. The latest version will always be available on our website or notice board.

8. Our Website

- When you visit our website, we may collect limited information (e.g., browser type, pages visited) to help improve our services.
 - We may use cookies to remember your preferences. You can disable cookies via your browser.
 - Our website may include links to external sites. We are not responsible for the privacy practices of those websites.
-

9. Contact Us If you'd like to give feedback, request access to your information, or raise a privacy concern, please contact:

Email: susanna@disabilityhousingsolutions.com.au

Phone: 1300 419 819

For more information about your privacy rights, visit the OAIC at: www.oaic.gov.au