



Better Support Solutions Privacy Policy

The privacy of your personal information is very important to us.

1. PROTECTING YOUR PRIVACY

Better Support Solutions Pty Ltd (ABN 23 655 985 818) is committed to protecting your privacy and the privacy of any personal information provided to us. We comply with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) (Privacy Act)

2. WHAT PERSONAL INFORMATION DO WE COLLECT AND WHY DO WE NEED IT?

Better Support Solutions may collect personal and sensitive information (including medical information) from you in order to provide you with appropriate services. We will only collect your medical information with your prior consent. The information that we collect about you or the person you care for, may include, but is not limited to, Personal information and Sensitive information and your National Disability Insurance Scheme (NDIS) plan details,

2.1 Your Personal Information

The personal information that we collect will depend on your relationship with us and the service you have requested. It may include:

- your name, addresses, email address, phone number, date of birth, gender, identification details
- payment information in connection with a service
- needs and circumstances (such as living or financial circumstances)
- your working history

2.2 Your Sensitive Information

Sensitive information will only be collected if it is specifically required for operational reasons.

- The sensitive information that we collect may include:
 - racial or ethnic origin
 - religious or philosophical beliefs
 - sexual orientation
 - details of medical, disability or criminal record



Better Support Solutions Privacy Policy

- There are some exceptions which include:
 - we need to collect it by law
 - when the information is necessary for a legal claim.

2.3 When you contact Better Support Solutions, the information that you provide will be collected and held for the following purposes:

- a. to provide you with our services and products.
- b. updating our records and keeping your details up to date;
- c. managing our ongoing relationship with you, including any communications with you;
- d. communicating with you by phone or by email to distribute our publications, promotional materials, raise awareness about our services and respond to queries and complaints;
- e. administrative, product or service development, and research purposes for Better Support Solutions, our related bodies corporate, contractors, or authorised third-party service providers;
- f. to ascertain that our services meet the quality indicators or practice standards of the NDIS Quality and Safeguards Commission – your personal information will not be passed on;
- g. reporting to government and other funding bodies on the services they fund (e.g. National Disability Insurance Scheme). Reports generally cover demographic and service use information only – your personal information will not be passed on, unless required by the NDIS and
- h. to comply with applicable laws.

3. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

Information is primarily collected directly from you or your authorised representative. It might also be collected on occasion by our contractors or from service providers, and it could be in writing, by telephone and by other electronic communication channels.

We may also need to obtain your personal information from others, with your consent, to ensure that we are fully informed for the provision of appropriate services or as part of a referral scheme.

4. WHO WILL SEE OR HAVE ACCESS TO YOUR PERSONAL INFORMATION?

Unless we are required to provide your personal information to others by law, by court order or to administer or investigate an incident or a claim, your information may be disclosed to:

- a. comply with applicable laws.
- b. our staff, employees.
- c. our authorised third-party service providers and contractors;



Better Support Solutions Privacy Policy

- d. your authorised representative (including next of kin or family members);
- e. your doctor or medical health provider.
- f. government agencies, including the National Disability Insurance Agency and
- g. any other persons as authorised by you.

5. SECURITY OF INFORMATION

Our information systems and files are kept secure from unauthorised access and our staff and contracted agents and service providers have been informed of the importance we place on protecting your privacy and their role in helping us to do so. Information will be stored and disposed of in a secure environment, which may only be accessed by authorised personnel.

6 CAN I CORRECT THE INFORMATION?

If you believe there are errors in our records about you, please let us know and we will investigate and correct any inaccuracies.

8. FURTHER INFORMATION

If you have any complaints or concerns over the protection of the information you have given us, or that we have collected from others, please contact us directly at:

Email: info@bettersupportsolutions.com.au

Telephone: 0411 074 688

9. CHANGES TO OUR PRIVACY POLICY

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website. Please review it regularly.

This privacy policy was last updated on 01/01/2024.