

PURPOSE

All About Care Australia (AACCA) is committed to protecting the privacy of all participants, staff and stakeholders in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

AACCA collects, uses and stores personal information only as necessary to deliver quality disability supports and to meet our legal obligations.

SCOPE

This policy applies to all AACCA employees, directors, participants, participant representatives, volunteers and contractors.

Personal and sensitive information about participants is only collected with informed consent and as necessary for the delivery of services. Participants may choose not to provide certain information, and AACCA will work with them to meet their needs as far as possible.

DEFINITIONS

- **Personal Information** – Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not, and whether recorded in a material form or not.
- **Sensitive Information** – A subset of personal information including information about a person's health, racial or ethnic origin, religious beliefs, sexual orientation, genetics or biometric data.
- **Australian Privacy Principles (APPs)** – The principles set out in Schedule 1 of the Privacy Act 1988 that govern the handling of personal information by organisations such as AACCA.
- **Data Breach** – Unauthorised access to, disclosure of, or loss of personal information held by AACCA.

POLICY

AACCA is committed to managing personal information in a transparent, secure and lawful manner in accordance with the Australian Privacy Principles.

Key principles that guide our approach to privacy include:

- Personal information is only collected for a specific, lawful purpose directly related to the delivery of disability supports.
- Participants are informed of the purpose for which their information is collected and how it will be used or disclosed.
- Personal information is not shared with third parties without the participant's consent, unless required by law.
- AACCA implements appropriate physical, electronic and administrative safeguards to protect personal information from misuse, loss or unauthorised access.

- Participants have the right to access and correct their personal information held by AACCA.
- AACCA will comply with mandatory notification requirements in the event of an eligible data breach.

PROCEDURE

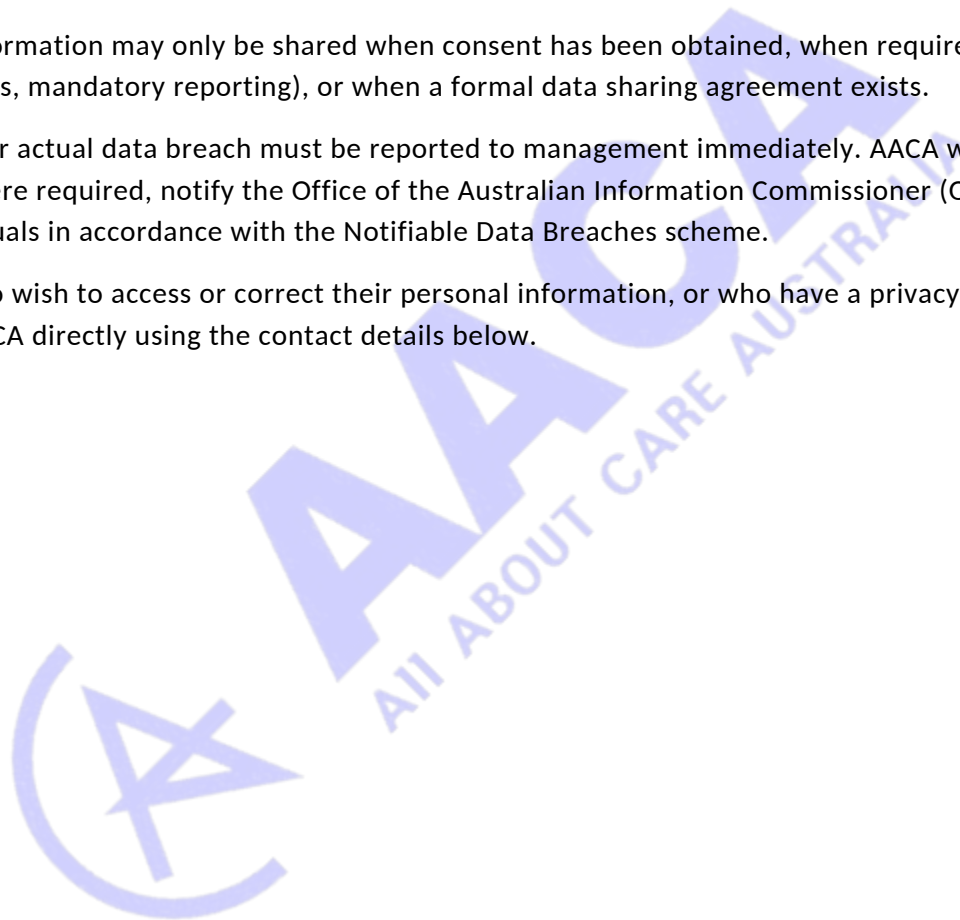
AACCA manages personal information through structured and accountable processes to ensure privacy is protected at every stage of collection, use and disposal.

All staff, volunteers and contractors receive training on privacy obligations and are required to sign a Confidentiality Statement. Contractors operate under Service Agreements that include specific privacy and confidentiality requirements.

Confidential information may only be shared when consent has been obtained, when required by law (e.g. court orders, mandatory reporting), or when a formal data sharing agreement exists.

Any suspected or actual data breach must be reported to management immediately. AACCA will assess the breach and, where required, notify the Office of the Australian Information Commissioner (OAIC) and affected individuals in accordance with the Notifiable Data Breaches scheme.

Participants who wish to access or correct their personal information, or who have a privacy concern, may contact AACCA directly using the contact details below.



RELEVANT LEGISLATION

This policy should be read in conjunction with relevant legislation, standards and organisational policies, including but not limited to:

- Privacy Act 1988 (Cth)
- Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth)
- Information Privacy Act 2009 (Qld)
- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS (Practice Standards) Rules 2018 (Cth)
- Work Health and Safety Act 2011 (Qld)

REFERENCES

- Australian Privacy Principles (APPs) – Schedule 1, Privacy Act 1988
- Office of the Australian Information Commissioner (OAIC): <https://www.oaic.gov.au>
- Australian Signals Directorate – Essential Eight: <https://www.cyber.gov.au/resources-business-and-government/essential-cyber-security/essential-eight>
- NDIS Quality and Safeguards Commission: <https://www.ndiscommission.gov.au>
- AACCA-PP013 Information Management Policy and Procedure — available upon request
- AACCA-PP006W Consent Policy — available on our website
- AACCA-PP009 Electronic Communications and Social Media Policy — available upon request
- AACCA-PP044W NDIS Code of Conduct Statement — available on our website

Information can be provided in alternative formats upon request.

Phone: 07 3133 0209

Email: admin@allaboutcareaustralia.com.au