

## Privacy Statement

### Purpose

At **Issak Disability Care Services**, we are committed to protecting your privacy and handling your personal information with care, integrity, and confidentiality.

This Privacy Statement explains how we collect, use, disclose, store, protect, and dispose of your personal information when you engage with our services, visit our website, apply for employment, or otherwise interact with us.

We comply with the **Privacy Act 1988 (Cth)**, the **Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)**, and the **Australian Privacy Principles (APPs)**. More information about the Australian Privacy Principles is available from the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

### Collection and Use of Personal Information

We only collect personal information that is reasonably necessary to provide our services, meet our legal obligations, manage our business operations, or support our employees.

We may collect personal information to:

- deliver disability support services;
- communicate with participants, families, nominees and representatives;
- administer service agreements and funding arrangements;
- recruit and manage employees and contractors;
- comply with legal, contractual and regulatory obligations, including NDIS requirements;
- improve the quality of our services; and
- manage complaints, incidents and feedback.

We collect personal information lawfully, fairly, and in a way that is not unreasonably intrusive. Wherever practicable, we collect information directly from you or your authorised representative.

### How We Use Your Information

We use your personal information:

- for the purpose for which it was collected;
- for related purposes you would reasonably expect;
- where you have provided your consent;
- where required or authorised by law; or
- where necessary to protect the health, safety or wellbeing of an individual.

We take reasonable steps to ensure the personal information we hold is accurate, complete, relevant and up to date.

## **Disclosure of Personal Information**

We will only disclose your personal information where:

- you have provided consent;
- disclosure is required or authorised by law;
- it is necessary to provide our services;
- it is required for funding, audit or regulatory purposes; or
- it is necessary to prevent or lessen a serious threat to health or safety.

Where appropriate, we may disclose information to:

- the National Disability Insurance Agency (NDIA);
- the NDIS Quality and Safeguards Commission;
- health professionals and allied health providers;
- government agencies;
- funding bodies;
- external auditors;
- legal advisers;
- insurers; and
- trusted contractors or service providers who assist us in delivering our services.

We do not sell, rent, or trade your personal information.

## **Marketing Communications**

From time to time, we may send you newsletters, service updates, surveys, or information about services we offer where permitted by law.

Our electronic communications comply with the **Spam Act 2003 (Cth)**.

You may unsubscribe from marketing communications at any time by using the unsubscribe link included in our emails or by contacting us directly.

Please note that essential service updates, invoices, payment reminders, and other important administrative communications cannot be unsubscribed from because they are necessary for the delivery of our services.

## **If You Choose Not to Provide Information**

If you choose not to provide information we reasonably require, we may be unable to:

- provide requested services;
- enter into or manage service agreements;
- respond to enquiries;
- process employment applications; or
- commence or continue employment where required by law or organisational policy.

## **Website Privacy**

You may browse our website without identifying yourself or providing personal information.

### **Cookies**

We use cookies and similar technologies to improve website functionality and better understand how visitors use our website.

Cookies may collect information such as:

- browser type;
- pages visited;
- date and time of your visit;
- visit duration; and
- general website usage statistics.

You can disable cookies through your browser settings, although doing so may affect some website functionality.

### **Website Forms**

If you complete a form on our website, we may collect information such as your:

- name;
- email address;
- phone number;
- organisation;
- enquiry details; and
- any other information you choose to provide.

We use this information solely to respond to your enquiry or provide the services you request.

### **Website Security**

We take reasonable steps to protect personal information submitted through our website using appropriate technical and organisational security measures.

While we strive to safeguard your information, no method of internet transmission or electronic storage is completely secure. Accordingly, we cannot guarantee absolute security of information transmitted electronically.

### **External Websites**

Our website may contain links to third-party websites.

We are not responsible for the privacy practices, security, or content of external websites and encourage you to review their privacy policies before providing personal information.

### **Storage and Security**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Personal information may be stored securely in electronic systems, encrypted cloud-based platforms, or locked physical files, with access restricted to authorised personnel.

### **Retention and Disposal**

We retain personal information only for as long as necessary to fulfil the purpose for which it was collected or as required by law.

Participant records are generally retained for a minimum of **seven (7) years**, or longer where legislative or contractual obligations require.

When personal information is no longer required, we securely destroy or permanently de-identify it.

### **Access and Correction**

You may request access to the personal information we hold about you or ask us to correct inaccurate, incomplete, or outdated information.

Requests should be submitted using the contact details below.

### **Privacy Complaints**

If you have any questions, concerns, or complaints about how we manage your personal information, please contact us.

We will investigate your concerns promptly, fairly, and confidentially.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

### **Contact Us**

If you have any questions about this Privacy Statement, would like to access or correct your personal information, or wish to make a privacy complaint, please contact us.

### **Issak Disability Care Services**

**Email:** [feedback@issakcare.com](mailto:feedback@issakcare.com)

**Phone:** 0491 663 300

We review this Privacy Statement regularly to ensure it remains current and compliant with Australian privacy legislation.