



DISABILITY SUPPORT

ABN: 54 621 976 625

OPTIONS Privacy Policy

Options Disability Support Limited (ABN 54 621 976 625) (OPTIONS) provides services to support people with disabilities. OPTIONS is committed to maintaining the privacy and confidentiality of all staff members and service users.

This Policy explains how OPTIONS collects, uses, discloses and handles personal information in accordance with the Privacy Act 1988 (Cth) (Privacy Act).

If you have any questions or feedback about OPTIONS Privacy Policy or the way in which OPTIONS handles personal information, you can contact us on the details below. You can also request a hard copy of this policy using the details below or you can download it from our website.

1. Types of personal information OPTIONS collects

We may collect personal information; such as your contact details, date of birth, banking details etc. At times, we may collect sensitive information; such as your ethnicity, your criminal record etc. We may also collect health information; such as an epilepsy management plan etc.

We are committed to collecting details:

- only necessary to assist us in providing the services you receive;
- directly from you or your legal guardian; and
- you have authorised us to collect.

At times, we may collect data about you from a third party such as through a referral from another service provider.

2. What OPTIONS does with personal information we collect

The information you provide to us may be used to:

- provide services to you;
- contact you about changes to services we provide you;
- authorise claims in accordance with the National Disability Insurance Scheme Act 2013;
- provide service details for you to claim in accordance with the National Disability Insurance Scheme Act 2013;
- complete purchases made by you;
- provide details on donations received from you;
- provide employment with us;
- allow you to volunteer with us;
- send you newsletters and/or other e-mail communications regarding services, products and events available at OPTIONS;
- respond to any questions or feedback you may have;
- comply with and monitor compliance with agreements and policies; and
- for other purposes disclosed to you when you provide your information.

3. How OPTIONS secures your information

OPTIONS commits to:

- storing your personal information securely, and protected from unauthorised access;
- using de-identified information wherever possible;
- keeping your personal information up to date and accurate;
- giving you access to your personal information we may hold;
- correcting your personal information we may hold; and

