



PRIVACY POLICY

Disability Plan Management is committed to providing quality service and this policy outlines our ongoing obligations in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au.

1.0 What is Personal Information and why do we collect it?

1.1 Personal Information is information or an opinion that identifies an individual. The type of personal information we collect includes your name and date of birth; contact details such as addresses, email addresses, and phone numbers; financial information, such as bank details if needed; your NDIS participant number; sensitive health and disability information, such as reports; information about health and disability services provided to you; personal information that may be obtained to assist our support and services to you; and other information about your NDIS plan.

1.2 This Personal Information is obtained in many ways including over the telephone, through an online form or portal, through a paper form, or by email. We may sometimes collect personal information from a third party, or publicly available source if it is not reasonable or practicable to collect it directly from you, including from: someone with responsibility for you, such as a parent or nominee; the NDIA; service providers or other health professionals where information is provided to assist us with your NDIS plan management.

1.3 We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

1.4 When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

2.0 Sensitive Information

2.1 Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

2.2 Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

3.0 Third Parties

3.1 Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

4.0 Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

4.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers, or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

4.2. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

4.3. We may also use your personal information to protect the copyright trademarks, legal rights, property, or safety of Disability Plan Management, www.disabilityplanmanagement.com.au, its clients or third parties.

4.4. Information that we collect may from time to time be stored, processed in, or transferred between parties located in countries outside of Australia.

4.5. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

4.6. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

5.0 Security of Personal Information

5.1 We take reasonable steps (including physical, administrative, and technical measures) to protect your personal information from misuse, interference, and loss, as well as unauthorised access, modification, or disclosure.

5.2 When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

5.3 The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

6.0 Access to your Personal Information

6.1 You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing at mark@disabilityplanmanagement.com.au

6.2 Disability Plan Management will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

6.3 In order to protect your Personal Information we may require identification from you before releasing the requested information. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

7.0 Maintaining the Quality of your Personal Information

7.1 It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

8.0 Policy Updates

8.1 This Policy may change from time to time and is available on our website.

9.0 Privacy Policy Complaints and Enquiries

9.1 If you have any queries or complaints about our Privacy Policy, please contact us at:

Disability Plan Management, PO Box 823, Wynnum, Queensland, 4178.

We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

10.0 Website

10.1. When you visit our website

When you come to our website (www.disabilityplanmanagement.com.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, so that we can improve our service.

10.2. Cookies

We may from time-to-time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings.

10.3. Third party sites

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Disability Plan Management is not responsible for the privacy practices of other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

Name: Mark Thompson

Position: Owner, Disability Plan Management

Date: 1 May 2023

Date of Next Review: 1 May 2024