

# Privacy Policy

**Last updated:** 01 January 2026

**Next review due:** 01 January 2027 (or earlier if laws or services change)

## 1) Who we are

This Privacy Policy explains how **Conscious Care Group Pty Ltd** ("we", "us", "our") collects, uses, stores and discloses personal information.

**Website:** <http://consciouscaregroup.com>

**Privacy contact:** [feedback@consciouscaregroup.com](mailto:feedback@consciouscaregroup.com) (*recommended to confirm spelling and monitoring inbox*)

We are committed to protecting privacy and managing personal information in accordance with applicable Australian privacy laws and relevant NDIS requirements.

## 2) Scope and related standards

This policy supports our commitment to rights, dignity and privacy under relevant disability service standards, including:

- National Disability Insurance Scheme (NDIS) Practice Standards (including Privacy and Dignity), and
- relevant service standards relating to rights and responsibilities.

## 3) What is personal information?

"Personal information" is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

This may include, for example:

- name, address, date of birth and contact details
- NDIS number and plan information
- health or disability information (which is **sensitive information** under privacy laws)
- support needs and service records
- billing and payment information (including bank details)
- incident, feedback or complaint information
- staff or contractor information (where applicable).

## 4) What personal information we collect

We may collect personal information about:

- NDIS participants and prospective participants
- participants' nominees, guardians, carers and family members (where relevant)
- employees, contractors, volunteers and job applicants
- referrers and other service providers we work with.

## 5) How we collect personal information

We collect personal information in a number of ways, including:

- directly from you (in person, by phone, email, online forms, portal or social media)
- from your authorised representative, nominee, guardian or carer
- from other service providers involved in your supports
- from the NDIA or other government agencies where permitted
- from documents you provide (e.g., referrals, assessments, service agreements).

Where reasonable and practicable, we will collect personal information directly from you.

## 6) Consent and choice

Where required (especially for **sensitive information**, such as health or disability information), we will seek your consent unless an exception under the law applies.

You are not required to provide all requested information, however if you choose not to provide certain information we may not be able to:

- deliver supports safely and appropriately
- meet our legal obligations
- process payments or reporting requirements.

## 7) Why we collect, use and disclose personal information

We collect, use and disclose personal information to:

- provide disability supports and services
- create and manage service delivery plans and rosters
- communicate with you about your supports
- manage quality and safety, including incidents and risk management
- meet legal and regulatory obligations (including NDIS requirements)
- process invoices, payments and financial administration
- recruit and manage staff/contractors (where applicable)
- respond to feedback, requests and complaints
- maintain our systems and improve services.

## 8) Who we may disclose personal information to

We may disclose personal information to:

- your authorised representative, nominee, guardian or carer
- the NDIA and other government agencies as required or authorised
- other service providers involved in your supports (with consent or where authorised)
- allied health or medical providers (with consent or where authorised)
- our professional advisers (e.g., legal, accounting, auditing)
- IT and cloud service providers (for secure storage and system operation)
- insurers and relevant bodies for incident and risk management
- law enforcement or regulators where required by law.

We do **not** sell personal information.

## 9) Overseas disclosures

We aim to use reputable providers and keep information stored in Australia where possible. However, some IT or cloud providers may store or process data overseas.

If we disclose personal information overseas, we will take reasonable steps to ensure appropriate privacy protections are in place, consistent with Australian privacy requirements.

## 10) Website, portal and social media

When you use our website, portal or social media pages, we may collect information such as:

- device and browser information
- IP address (which may be personal information)
- pages visited, time spent, and actions taken (analytics)
- referral source (how you found our site).

This information helps us understand how our services are accessed and improve user experience. We typically do not use website analytics to identify individuals unless necessary for security, troubleshooting or where you submit forms that identify you.

**Cookies:** Our website may use cookies or similar technologies. You can usually control cookies through your browser settings. Disabling cookies may affect some site features.

**Social media:** If you contact us via social media, your information may also be handled by that platform under its own privacy policy.

## **11) Marketing communications**

We will only send you marketing or promotional communications if:

- you have opted in, or
- the law otherwise permits it.

You can opt out at any time by contacting us or using the unsubscribe option where available.

## **12) How we keep personal information secure**

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

Our security measures may include:

- secure premises and controlled access to physical records
- role-based access controls for staff and contractors
- secure systems, passwords and multi-factor authentication where available
- encryption and secure backups where appropriate
- staff confidentiality obligations and privacy training
- policies and procedures for data handling and disposal.

## **13) How long we keep personal information**

We retain personal information only as long as necessary to:

- provide services
- meet legal, regulatory, and funding obligations
- manage complaints, incidents, audits, and records requirements.

When information is no longer required, we take reasonable steps to securely delete or de-identify it in line with record retention and disposal requirements.

## **14) Accessing and correcting your information**

You can request access to the personal information we hold about you, and request corrections if it is inaccurate, out of date, incomplete, irrelevant or misleading.

To make a request, contact us at **[feedback@consciouscaregroup.com](mailto:feedback@consciouscaregroup.com)**.

We may need to verify your identity before releasing information. In some circumstances, the law allows us to refuse access (for example, where access would impact another person's privacy or legal obligations). If we refuse, we will explain why where permitted.

## **15) Making a privacy complaint**

If you have a privacy concern or complaint, please contact us first so we can try to resolve it promptly.

**Privacy contact:** [feedback@consciouscaregroup.com](mailto:feedback@consciouscaregroup.com)

Please include:

- your name and contact details
- a description of the concern
- any relevant dates or people involved
- the outcome you are seeking.

We will acknowledge your complaint and aim to respond in a reasonable timeframe.

If you are not satisfied with our response, you may be able to complain to the **Office of the Australian Information Commissioner (OAIC)**.

## **16) Updates to this policy**

We may update this Privacy Policy from time to time. The latest version will be published on our website.