



All Disability Plan Management owned by Maple Plan Pty Ltd. (hereinafter 'All Disability') is committed to providing quality services to you and we respect and support your right to privacy, confidentiality and access to personal information. This policy outlines our ongoing obligations to you 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 <https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool>

## DEFINITIONS

*Personal information* means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

(a) whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not.

*Sensitive information* is a special category of personal information. Sensitive information means:

(a) information or an opinion about an individual's

i. racial or ethnic origin;

- ii. political opinions;
- iii. membership of a political association;
- iv. religious beliefs or affiliations;
- v. philosophical beliefs;
- vi. membership of a professional or trade association;
- vii. membership of a trade union;
- viii. sexual orientation or practices;
- ix. criminal record, that is also personal information;

(b) health information about an individual, which generally means.

i. personal information about an individual's health, illness, injury or disability (for example, a medical diagnosis);

- ii. personal information about health services provided to an individual, or the individual's expressed wishes about the future provision of health services to him or her;
- iii. personal information collected to provide health services to the individual;
- iv. personal information collected for donations of body parts, organs and substances; and genetic information about an individual that could predict the health of the individual or a genetic relative.

## **POLICY**

What is personal information?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website [www.mapleplan.com.au](http://www.mapleplan.com.au) and from third parties.

Why do we collect personal information?

The type of personal information that we collect and hold will depend on the nature of your involvement with All Disability.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to you 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.

All Disability, collects and holds a broad range of personal information in records for a variety of different purposes relating to its functions and activities including:

- providing you with services you may need
- the performance of All Disability's legislative and administrative functions
- policy development, research and evaluation
- the management of contracts and agreements
- the management of audits (both internal and external)
- employment and personnel matters for All Disability staff and contractors (including security assessments)
- correspondence from members of the public to All Disability
- complaints (including privacy complaints) made and feedback provided to All Disability
- requests made to All Disability under the Freedom of Information Act 1982 (Cth)
- the provision of legal advice by internal and external lawyers.

When we collect Personal Information we will, where appropriate, explain to you why we are collecting the information and how we plan to use it. We will not ask you for any personal information which we do not need. The Privacy Act requires that we collect information for a purpose that is reasonably necessary for, or directly related to, a function or activity of All Disability.

You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing or emailing us as [info@mapleplan.com.au](mailto:info@mapleplan.com.au).

### **Sensitive Information**

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.

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 for example an audit conducted by the NDIS Commission.
- With your consent; or where required or authorised by law.

### **Third Parties**

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.

Our website contains external links and applications operated by certain third parties. These external third parties may not be subject to the Privacy Act. We are not responsible for the privacy practices of these third parties, or the accuracy, content or security of their websites. You should examine each website's privacy policies and use your own discretion regarding use of their site.

### **Information obtained from Providers**

All Disability, may, at times, need to seek information about your engagement with providers to authenticate information received.

All Disability will not directly seek any detailed personal or sensitive information from the provider without your prior consent.

When engaging with providers about your engagement, All Disability will endeavour to obtain the information that we require without enquiring about personal or sensitive details that are of no relevance to the information that we are seeking.

### **Consent**

In all circumstances we will seek your consent prior to releasing personal information except where there is a reasonable belief that there is a serious threat to your life or safety. Please let us know if you wish to withdraw or change your consent. We will keep a copy of this request on your personal file.

In some circumstances you may not be able to give consent for your information to be used (for example, with severe illness or major injury or other impairment). In these cases, information will only be given to an authorised representative. Authorised representatives can include guardians, attorneys under enduring power of attorney, administrators under the Guardianship and Administration Act 1985, parents and agents under the Medical Treatment Act 1988.

We may be required to disclose your personal information to funding bodies in accordance with conditions stipulated in funding agreements.

In some cases, we are required by law to collect and release certain information. For example, a court or tribunal hearing.

Purposes for which personal information is collected, held, used & disclosed

All Disability uses and discloses personal information for the primary purposes for which it is collected with your consent and or where required or authorised by law. We will give you information about the primary purpose of collection at the time the information is collected. We will take all possible steps to ensure that information is used and disclosed in accordance with your expectations. All Disability will only use your personal information for secondary purposes where it is able to do so in accordance with the Privacy Act.

In conducting our operations, we may share some of your personal information with third parties such as outsourced service providers and contractors. Unless you have agreed (or the consent of a parent or guardian has been obtained), these parties are not allowed to use your personal information for any other purpose except to assist in conducting our operations.

### **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

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.

Accidental and unauthorised disclosure of personal information

In the unlikely event of accidental or unauthorised disclosure of personal information, we will deal promptly with the situation by containing it to prevent any further compromise of information. The circumstances will be investigated and managed to mitigate any further risk.

If the breach is considered to be serious (referred to as an eligible data breach), we will notify all relevant parties, including the Australian Information Commissioner as required under the Notifiable Data Breaches scheme, review the incident and take any additional action necessary to prevent future breaches. We will endeavour to learn from incidents to improve how your information is handled.

For further information on how All Disability responds to data breaches please refer to the OAIC's Data breach notification — A guide to handling personal information security breaches.

### **Access to your Personal Information**

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 by emailing [info@mapleplan.com.au](mailto:info@mapleplan.com.au) or call us on 03 9512 6700. Maple Plan Pty Ltd t/a All Disability will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information we may require identification from you before releasing the requested information.

### **Maintaining the Quality of your Personal Information**

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.

### **Policy Updates**

This Policy may change from time to time and is available on our website. If you wish to access this Policy in an alternative format (e.g. hard copy), please contact All Disability. This Policy is available free of charge.

### **Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy or about the way your information is being managed, please contact us at:

Privacy Officer

Address: '5B' 116 Gordon Street, PORT MACQUARIE, NSW 2444

Email: [contact@alldisability.com.au](mailto:contact@alldisability.com.au)

We will investigate any complaint and will notify the complainant of any decision in relation to the complaint as soon as practicable.

If you are not satisfied with the response you can refer the complaint to the Office of the Australian Information Commissioner.

You can also make a complaint to:

1. The NDIS Commission by:
  - Phoning: 1800 035 544 (free call from landlines) or TTY 133 677.
  - National Relay Service and ask for 1800 035 544.
2. The Office of the Disability Services Commissioner by phoning 1800 677 342.