

# Privacy Policy

## Privacy Statement

Little Things Support Services Pty Ltd is dedicated to safeguarding the privacy of individuals' personal information. This document outlines our commitment to maintaining the confidentiality of your personal information, your rights concerning the personal information managed by Little Things Support Services Pty Ltd, and the methods by which we collect, utilise, and disclose your personal information.

In managing your personal information, we adhere to the Privacy Act 1988 (Cth) (Privacy Act) and the thirteen Australian Privacy Principles established within the Privacy Act.

## We have implemented policies and procedures to ensure that:

- personal information is managed in a transparent and open manner.
- the privacy of personal information belonging to participants and staff is upheld.
- we collect and handle personal information in a fair manner. - the personal information we gather is used and disclosed solely for purposes permitted by law.
- access to and correction of personal information is regulated.
- the confidentiality of personal information is maintained through appropriate storage and security measures.

## The kinds of information we collect:

We collect personal information from consumers to deliver care and services effectively. The personal information we may collect includes:

- Name, address, telephone number, and email address
- Date of birth
- Gender
- Telephone number and email address of an advocate or emergency contact
- Health information
- Diversity status, including ethnicity, disability, and lifestyle preferences

## How we collect personal Information?

Participant personal information may be obtained from:

- Yourself, the participant
- Your family members or significant others
- Your advocate
- Your healthcare provider or other service entities



We will primarily gather personal information directly from you unless:

- We have obtained your permission to collect the information from another source
- We are legally obligated or permitted to gather the information from an alternative party it is deemed unreasonable or impractical to collect it directly from you

You have the right to revoke your consent at any time by reaching out to us; however, please be aware that this may affect our ability to provide services.

### **Purpose of collecting personal information**

Personal information is gathered to facilitate the delivery of care and services. This information may be utilised to:

- Offer support services
- Allow service providers and healthcare professionals to deliver care and services.

### **Disclosure of personal information**

We may share your personal and health information for the purpose of delivering care and services with the following entities:

- Service providers who assist us in delivering care and services, medical professionals, external health agencies such as ambulance services, hospitals, the National Disability Insurance Scheme, and other pertinent government organisations.
- An individual you have designated as your advocate, such as a parent, child, sibling, spouse, relative, household member, guardian, enduring power of attorney, or a person you have appointed for emergency contact, provided they are at least 18 years old.
- We will not utilise or disclose personal information for any purpose other than the provision of care and services, unless:
  - You have given your consent.
  - The purpose is related to the provision of care and services, and you would reasonably anticipate that the information would be disclosed for that purpose.
  - We have reasonable grounds to believe that the disclosure is necessary to prevent or mitigate a serious and imminent threat to your life, health, or safety, or a significant threat to public health or safety.
  - We suspect unlawful activity, and the disclosure is required or permitted by law.

We will not share your personal information with any overseas recipients.

### **Security of personal information**

We implement all appropriate measures to safeguard the personal information in our possession from misuse, loss, unauthorised access, alteration, or disclosure. Personal information is maintained in both physical and electronic formats within secure databases located on protected premises, as well as on secure cloud-based systems, which are accessible solely by our authorised personnel.



## Accessing the personal information that we hold about you

You are entitled to access your personal information that we collect and maintain, as stipulated by the Privacy Act. Should you wish to review or amend the personal information we possess about you, or if you seek further details regarding our privacy practices, please do not hesitate to reach out to us.

To obtain access to your personal information, you will need to present proof of identity. We will make every effort to grant you access to your personal information within seven (7) days of receiving your request.

## Employee information

Records pertaining to both current and former employees that are associated with the employment relationship are administered in compliance with applicable workplace regulations.

Privacy laws may be relevant to personal information of employees if such information is utilised for purposes unrelated to the employment relationship between our organisation and the employee.

## Volunteer records

Personal information pertaining to our volunteers that is collected and maintained by us will be handled in accordance with the Privacy Act.

## Privacy data breaches

If your personal information is lost, stolen, or subjected to unauthorised access or disclosure, we will activate our Data Breach Policy and Procedure to manage the situation.

## Privacy Complaints

Any concerns regarding privacy may be submitted through our complaint handling process.

At all times, privacy complaints will:

- Be taken seriously
- Be addressed as swiftly as possible
- Be managed in a confidential manner
- Not impact your current obligations or the commercial agreements between you and us

You will receive notification of the outcome of your complaint upon the conclusion of the investigation.

