Care and Kind Website Privacy Policy

1 About this policy

Care and Kind Disability Service Pty Ltd, trading as Care & Kind (we, us or our), respects your privacy. This policy explains how we handle personal information collected through www.careandkind.com.au, including enquiries and referrals, and during related intake discussions.

We aim to handle personal and health information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and applicable NSW health privacy laws. This website policy does not replace the further privacy information we provide when you become a participant.

2 Information we collect

We collect information reasonably needed to respond to enquiries, assess referrals and arrange suitable support. Depending on your enquiry or referral, this can include:

- Names, addresses, phone numbers, email addresses and preferred contact details.
- Disability, diagnosis, health information, support needs and reasons for referral.
- Guardian, nominee, carer, support coordinator and other referrer details, including their relationship and authority to act.
- Language, country of birth, interpreter needs and Aboriginal or Torres Strait Islander status where relevant and provided.
- Consent records, correspondence and information supplied during follow-up discussions.

Disability and health details, and some cultural information, are sensitive information. Please provide only information relevant to the referral and avoid unnecessary documents or identification details.

3 How we collect information and obtain consent

We collect information through our website forms and related phone, email or intake conversations. We generally collect information directly from you. Where lawful, we may also receive information from an authorised representative, support coordinator, health professional or other referrer.

We seek consent to collect sensitive information unless a lawful exception applies. If you refer another person, you must have their consent or appropriate legal authority to provide their information. Being a family member or support coordinator does not automatically give authority to consent for another person. We may check consent or authority and contact the participant to confirm their wishes.

You may make a general enquiry anonymously or using a different name where practical. A personal referral usually needs sufficient identifying and support information. If relevant information is not provided, we may be unable to assess the referral or arrange suitable support. Contact us if you prefer to discuss sensitive details privately.

4 How we use information

We use information to respond to you, understand support needs, assess service suitability and availability, arrange intake, and coordinate support with appropriate consent or authority. We may also use it to maintain necessary records, manage feedback and complaints, meet safeguarding or reporting obligations, and improve our services.

We do not sell referral information. We do not use sensitive referral information for direct marketing without separate consent. Where we use de-identified information for service planning or reporting, we take reasonable steps to prevent individuals being identified. Identifiable reporting is only undertaken with consent or another lawful basis.

5 Who may receive information

Information may be accessed or received, on a need-to-know basis and where lawful, by:

- Authorised Care & Kind directors, intake staff and workers who need it for their responsibilities.
- Our website hosting, maintenance, IT and other service providers where necessary to operate and support our systems, subject to appropriate restrictions.
- Your authorised representative, support coordinator, health professionals or other providers involved in your referral or support, with consent or another lawful basis.
- The NDIA, NDIS Quality and Safeguards Commission, other regulators or authorities where required or authorised by law.

We limit disclosure to what is reasonably needed. In limited circumstances, information may be shared without consent where the law permits or requires it, including certain serious threats to health or safety.

6 Website backend storage and security

Referrals submitted through our website are stored in the backend of the website. This means they are held in the website administration system for referral management. We require access to be restricted to authorised people who need it for their role. Our hosting and IT providers may process information when necessary to operate, maintain or support that system.

We take reasonable technical and organisational steps to protect information against misuse, interference, loss and unauthorised access, alteration or disclosure. These steps must reflect the sensitivity of referral information. No internet transmission or electronic system can be guaranteed completely secure. Contact us if you have a concern about submitting information online.

7 Overseas providers and access

Information submitted through our website referral form is stored on servers located in India. We take reasonable technical and organisational steps to protect this information from unauthorised access, misuse, loss or disclosure, including when it is handled by our overseas service providers.Where we disclose personal information overseas, we take the steps required by applicable privacy law to protect it.

8 How long we keep information

We keep information only for as long as needed for the purpose for which it may lawfully be used, or to meet applicable recordkeeping, legal and regulatory obligations. Different periods may apply to unsuccessful referrals, participant health records, incident records and other information.

When information is no longer needed and retention is not legally required, we take reasonable steps to securely destroy it or permanently de-identify it. You may ask about deletion, but we may need to retain some information. Deletion from an active system may not immediately remove protected backup copies, which must be managed under our retention and backup arrangements.

9 Access correction and consent choices

You can ask to access or correct information we hold about you by contacting us below. We may verify your identity and, if relevant, a representative's authority. We respond within a reasonable time and any applicable legal timeframe. There is no charge to make an access request or seek correction. If a reasonable charge for providing access applies, we explain it in advance.

If we cannot provide access or make a requested correction, we explain the reason and available complaint options, unless the law prevents us doing so. You may ask us to record your disagreement with a correction decision.

You can withdraw consent for future uses or disclosures that rely on that consent. This does not undo earlier lawful handling or remove legal recordkeeping obligations. We will explain any effect on the support we can provide.

10 Website technologies and external services

Hosting logs, cookies and embedded features may collect technical information such as IP address, browser information and pages visited. External maps and links to social media or other websites may involve third-party services with their own privacy practices.

Our website includes third-party features such as Google Maps. When these features load, their providers may receive technical information, including your IP address and browser details, and may use cookies. These providers may process information outside Australia under their own privacy policies. You can manage cookies through your browser settings, although blocking them may affect some website features. Our referral form includes spam protection to reduce automated submissions. Personal and health information submitted through referral forms must not be sent to analytics or advertising services.

11 Privacy concerns and complaints

Contact our privacy contact below with your concern and preferred response method. We will acknowledge your complaint, review what happened and aim to respond within 30 days. If more time is needed, we will explain why and keep you informed. You can ask a representative to help you.

You can also seek advice or complain to the Office of the Australian Information Commissioner at www.oaic.gov.au, or the NSW Information and Privacy Commission at www.ipc.nsw.gov.au where relevant. These bodies can explain their complaint processes and jurisdiction.

12 Contact and policy updates

Privacy contact: Care and Kind Disability Service Pty Ltd
Email: info@careandkind.com.au
Phone: 0494 565 514

We can provide this policy in another accessible format on request. We may update it when our practices or legal requirements change. The current version will be available on our website with its update date. Materially different uses of information may require further notice or consent.