



Privacy policy

Collection of Information from Third Parties

While we prefer to collect personal information directly from you, there are occasions where information is received from third parties, such as referral agencies, previous employers, or support coordinators. When this occurs, we take reasonable steps to notify you of the information we have received.

Disclosure of Personal Information

We may disclose your personal information to third parties where you have consented to the disclosure, where it is required for the delivery of services, or where required or authorised by law. We take reasonable steps to ensure that any third parties who receive personal information protect it in accordance with this policy and applicable privacy laws.

Security of Personal Information

We take all reasonable precautions to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. When personal information is no longer needed for the purpose for which it was collected, we will take reasonable steps to destroy or permanently de-identify it. However, due to business and legal requirements, most personal information is retained for a minimum of seven years.

Access to and Correction of Personal Information

You have the right to access the personal information we hold about you and request corrections if you believe it is inaccurate, outdated, or incomplete. Requests for access or correction must be made in writing. We will respond to your request promptly. No fee is charged for access requests; however, we may charge a reasonable administrative fee if copies are requested. Identification may be required before releasing information to ensure the security of your personal information.

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