



## PRIVACY POLICY

### SCOPE

ABC Behaviour Support (ABC) is committed to preserving privacy.

ABC Behaviour Support (ABC) is committed to protecting the privacy of all individuals whose personal information we collect. This Privacy Policy outlines our practices regarding the collection, use, disclosure, and safeguarding of personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

### POLICY STATEMENT

- a) Definitions
  - a. Personal Information: Any information or opinion that can identify an individual (e.g., name, address, contact information).
  - b. Sensitive Information: Information regarding an individual's racial or ethnic origin, political opinions, religious beliefs, sexual orientation, criminal record, or health details.
- b) Information Collection
  - a. ABC collects personal information to facilitate the effective delivery of our services. This may include contact details, health information, and other relevant data necessary for understanding and supporting the individuals we serve.
- c) Use and Disclosure of Personal Information
  - a. With consent, ABC may use and disclose personal information to:
    - i. Provide and improve our services.
    - ii. Communicate with individuals, families and carers.
    - iii. Administer support, billing and business activities.
    - iv. Ensure compliance with legal obligations and government reporting requirements.
  - b. *Third-party disclosure*: Personal information is shared with third-party providers only when necessary to fulfill our services, and only with consent, unless required by law.
- d) Security of Personal Information
  - a. ABC values the security of personal information and has implemented physical and electronic safeguards:
    - i. Personal information is securely stored, and access is restricted to authorised personnel.
    - ii. Digital data is protected through secure network storage.
    - iii. Personal information that is no longer needed will be destroyed or de-identified.
- e) Website Analytics and Advertising
  - a. ABC uses cookies and Google Analytics for website traffic analysis. Cookies can be disabled in browser settings, through this may limit website functionality.
- f) Accessing and Correcting your Information
  - a. You have the right to request access to the personal information we hold about you and to request corrections if necessary.
  - b. To access or correct your personal information:

- i. **Submit a Request:** Please use the contact form on our website to submit your request.

g) Complaints

- a. If you believe ABC has breached this Privacy Policy or the Privacy Act, you may lodge a complaint by:
  - i. **Website:** Using the 'Contact' form at [www.abcbs.com.au/contact-us](http://www.abcbs.com.au/contact-us)
  - ii. **Phone:** Call 1300 222 110
  - iii. **Mail:** send a letter to 7 Wiseman Way, Grafton NSW 2460

h) Changes to This Privacy Policy

- a. ABC may update this Privacy Policy periodically.