



GOTCHA HELPING HANDS

THE PROFESSIONAL CHOICE

Gotcha Helping Hands Pty Ltd

Easy Read Privacy Policy

How we collect, use and protect your personal information

This Easy Read version explains the main points of our Privacy Policy in simple words.

It is a guide only. The full Privacy Policy has the complete legal details.



Need help to read this?

You can ask a family member, carer, support coordinator, advocate or Gotcha Helping Hands staff member to help you.



1. About this policy



What this policy is about

This policy explains what personal information we collect and how we keep it safe.



Who it is for

It is for people who use our services, families, carers, workers, contractors, volunteers, donors and supporters.



The laws we follow

We follow Australian privacy laws, including the Privacy Act and NDIS laws when they apply.



2. What information we collect



Your details

We may collect your name, date of birth, address, email and phone number.



NDIS details

If needed, we may collect your NDIS number, plan details and funding information.



Support details

We may collect information about your support needs, bookings, communication needs and emergency contacts.



Payment details

We may collect billing and payment information so we can manage services and accounts.



3. Health and sensitive information



Health information

We may collect information about your health, disability, medication, allergies or support needs if it helps us provide safe services.



Sensitive information

Some information is sensitive. This can include health information, culture, religion or other personal matters.



Your consent

We only collect sensitive information when we need it, when you agree, or when the law allows or requires it.



4. How we collect information



From you

Most information comes directly from you when you contact us, fill in forms, book services or use our platform.



From others

Sometimes information may come from family, carers, advocates, support coordinators, health workers, the NDIA or other providers.



We will tell you

If we get information from someone else, we will take reasonable steps to let you know when appropriate.



5. Website, cookies and links



Cookies

Our website may use cookies. Cookies help websites work better and help us understand how people use the website.



Other websites

Our website may link to other websites, like social media or Google. Those websites have their own privacy rules.



Take care online

Please read other websites privacy policies before sharing your information with them.



6. Why we use your information



To provide services

We use information to provide and improve our services and supports.



To plan support

We use information for bookings, rosters, appointments, care coordination and continuity of care.



To communicate

We use information to answer questions, manage complaints and send important updates.



To meet the law

We use information for records, billing, incident reporting, mandatory reporting and NDIS requirements.



7. When we share information



We do not share without a reason

We do not share your personal information unless you agree, the law allows it, or we need to do it to provide services safely.



People who may need it

We may share information with support workers, contractors, health professionals, providers, government agencies or regulators when needed.



Safety

We may share information if needed to prevent a serious risk to someone life, health or safety.



8. Keeping your information safe



Secure storage

We use secure systems, locked files, restricted access and password protection.



Only people who need it

Only authorised people who need the information for their work should access it.



Australian-based systems

Where possible, we use secure Australian-based servers and systems for client information.



9. How long we keep information



Records

We keep records for as long as we need them for services, business, legal and record-keeping reasons.



Usually up to 7 years

Most client records are kept for up to 7 years, unless the law says we must keep them longer.



When no longer needed

When we no longer need personal information, we take reasonable steps to destroy, de-identify or archive it safely.



10. Your rights



You can ask to see it

You can ask to access the personal information we hold about you.



You can ask to fix it

You can ask us to correct information if it is wrong, old, incomplete or misleading.



We will respond

If we cannot correct something, we will explain why and tell you how to complain.



11. Feedback and complaints



You can speak up

You can give feedback or make a complaint in person, by phone, by email, in writing, through someone you trust, or anonymously where possible.



We will listen

We may ask questions to understand your concern and will work with you to try to fix the problem.



Other places to complain

You can also contact the Office of the Australian Information Commissioner or the NDIS Quality and Safeguards Commission.

**NDIS Commission phone: 1800 035 544. Email:
contactcentre@ndiscommission.gov.au**



12. Contact us



Phone

07 4179 0715



Email

admin@ghhtpc.com.au, support@ghhtpc.com.au or
feedback@ghhtpc.com.au



Post

4 Mary Street, Kingaroy, Queensland, 4610



Website

www.ghhtpc.com.au

Office of the Australian Information Commissioner: www.oaic.gov.au



Quick summary



Remember

Your personal information is private. We collect and use it only for proper reasons, such as providing services, keeping people safe, and following the law.



You have rights

You can ask to see your information. You can ask us to fix information that is wrong.



You can complain

If you are worried about privacy, contact Gotcha Helping Hands. You can also contact the OAIC or the NDIS Commission.

This Easy Read PDF is based on the consolidated Gotcha Helping Hands Pty Ltd Privacy Policy provided for this document.