

**Last Updated: [24/2/2024]**

At Golden Care Services, we are dedicated to protecting the privacy and confidentiality of your personal information. This Privacy Policy outlines how we collect, use, disclose, and manage your information in accordance with the National Disability Insurance Scheme (NDIS) regulations.

## **1. Collection of Personal Information**

We collect personal information that is necessary for providing disability support services and for complying with our legal obligations under the NDIS. This may include:

- Personal details such as name, address, contact information
- Details about your disability and support requirements
- Health and medical information relevant to the provision of support services
- Information provided by your NDIS plan or funding arrangements

## **2. Use of Personal Information**

We use your personal information for the following purposes:

- Providing disability support services tailored to your needs
- Managing and administering your support arrangements
- Communicating with you and your nominated representatives
- Complying with our legal and regulatory obligations under the NDIS Act and related guidelines
- Improving the quality of our services

## **3. Disclosure of Personal Information**

We may disclose your personal information in the following circumstances:

- To service providers and contractors engaged by Golden Care Services to assist in the provision of support services, subject to confidentiality obligations
- To government agencies and regulatory bodies as required by law or for compliance purposes
- With your consent or as otherwise permitted or required by law

## **4. Security of Personal Information**

We are committed to ensuring the security of your personal information and have implemented appropriate technical, physical, and administrative measures to

safeguard your information against unauthorized access, disclosure, alteration, or destruction.

## **5. Access and Correction**

You have the right to access the personal information we hold about you and to request corrections if necessary. To access or update your information, please contact our Privacy Officer using the details provided below.

## **6. Complaints and Concerns**

If you have any concerns about how we handle your personal information or believe there has been a breach of privacy, please contact our Privacy Officer using the details below. We will promptly investigate your complaint and provide you with a response.

## **7. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on our website, and we encourage you to review this Policy periodically for changes.

## **8. Contact Us**

If you have any questions or concerns about our Privacy Policy or our privacy practices, please contact our Privacy us: ) 0415077106

By engaging with Golden Care Services, you consent to the collection, use, and disclosure of your personal information as outlined in this Privacy Policy.