

Community Assist is committed to providing high quality services for our clients, including protecting your privacy. We collect personal information from you, or about you from people you have consented us to, to assist you in getting the most out of your NDIS plan.

Community Assist takes reasonable steps to securely store your personal information. We ensure that it is protected from unauthorised access, loss, misuse, disclosure, interference and/or modification.



## PERSONAL INFORMATION WE COLLECT

Personal information is any information that can be used to identify you. Community Assist will collect personal information about you, including the below:

- Name & date of birth
- Financial information (if you are paying for a service provided by Community Assist)
- Employment information (if applicable)
- Health and medical information about your physical and mental health, disabilities or health services being received
- Information pertaining to course enrollment (if applicable)



## HOW WE USE AND DISCLOSE YOUR PERSONAL INFORMATION

Community Assist will only use and disclose your information in the following scenarios:

- Offering and arranging the provision of services
- Providing non-binding quotes for services
- Liaising with third parties about your NDIS plan
- Responding to enquiries and providing information that has been requested to support services you are receiving



## INFORMATION WE DO NOT COLLECT

Community Assist will not collect sensitive information, unless:

- You have consented (e.g. police checks for community volunteering activities)
- The collection is required and permitted by law
- The collection of information is necessary to prevent a serious or imminent threat to the life or death of a person



## YOUR RIGHTS TO ACCESS YOUR PERSONAL INFORMATION

You have the right to request access to your personal information that Community Assist holds about you by contacting us at [info@communityassist.com.au](mailto:info@communityassist.com.au)



## PRIVACY COMPLAINTS OR CONCERNS

If you have a complaint or concern relating to your privacy, please contact us at [feedback@communityassist.com.au](mailto:feedback@communityassist.com.au) utilising our Participant Complaint Form available online at [www.communityassist.com.au](http://www.communityassist.com.au)