

AccessAccom Privacy Policy

AccessAccom appreciates that privacy is important to you. We are committed to handling your personal information—including health and other sensitive information—in accordance with applicable laws, including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), the Privacy and Personal Information Protection Act 1998 (NSW) (PPIP Act), and the Health Records and Information Privacy Act 2002 (NSW) (HRIP Act).

Scope

This Policy applies to all personal information we collect and handle in connection with our Independent Living options and Specialist Disability Accommodation (SDA) services, our websites and digital services, and our interactions with prospective clients, clients, participants, families, carers, healthcare and support professionals, suppliers, contractors and other stakeholders.

Definitions

Personal information means information or an opinion that identifies an individual or from which an individual is reasonably identifiable (e.g., name, contact details, date of birth, address). Health information is a specific type of personal information and includes information about an individual's physical or mental health or disability, health services provided or requested, and other related data.

Legal framework

We comply with the Privacy Act 1988 (Cth) and the APPs, the PPIP Act (NSW), and the HRIP Act (NSW). We also monitor and implement changes arising from the Privacy and Other Legislation Amendment Act 2024 (Cth), including new rights and obligations that commenced or will commence between 2024 and 2026.

What personal information we collect

We may collect: identifiers and contact details; date of birth; emergency contacts; details of appointed attorneys, guardians or other decision-makers; financial and social security status; health and support information (including assessments and clinical notes), allied health advice and preferences; information provided by government agencies (such as NDIA, Department of Health, Medicare, Centrelink, Department of Veterans' Affairs) and

regulators; records of enquiries about services; and information relevant to our duty of care and any applicable law.

How we collect personal information

We generally collect information directly from you or your authorised representative. Where necessary, we may collect information from third parties including government agencies, healthcare professionals, and organisations that have provided support and/or accommodation services to you.

Why we collect and use personal information

We collect, use and disclose personal information to: provide and manage appropriate accommodation and support services (including developing service plans and liaising with nominated support and healthcare professionals); determine eligibility for Independent Living or SDA services; comply with laws and regulatory obligations; manage billing, fees and funding; administer our services and technology (including quality assurance, maintenance and testing of assistive technology systems); enter into and manage contracts; and investigate or manage complaints, concerns or claims (including liaising with legal representatives and insurers).

Lawful basis and consent

We will only collect personal information that is reasonably necessary for our functions and activities. We rely on your consent where required by law, and we may also collect, use and disclose personal information as authorised or required by law (for example, to protect health and safety, or to comply with statutory reporting obligations).

Use and disclosure

We may disclose personal information to: your support providers and allied health professionals; relevant government agencies and regulators; technology and service providers engaged by us under contract; our professional advisers; legal representatives and insurers; and other parties where you ask us to do so or where required or authorised by law. We do not tolerate doxxing or the malicious publication or distribution of personal information, and we maintain internal controls to prevent such conduct.

Website, cookies and analytics

People can generally visit our website without revealing who they are. If you submit an enquiry or provide personal information online, we will collect, hold, use and disclose that information in accordance with this Policy. We may log usage to make our website more accessible and valuable to our clients and future visitors.

Data security and retention

We hold personal information in paper-based and electronic records. Paper records are stored securely at the AccessAccom office in Sydney. Electronic records are held on servers controlled by AccessAccom in Australia. We implement technical and organisational measures to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. We retain personal information only for as long as necessary for our functions and activities or as required by law, after which we take steps to securely destroy or de-identify it.

Overseas disclosures

We do not routinely disclose personal information overseas. Where overseas disclosure is necessary, we will take reasonable steps to ensure the recipient will protect the information in a way that is substantially similar to the protections under Australian privacy law, including using appropriate contractual safeguards and considering any applicable whitelisting or adequacy frameworks.

Automated decision-making

AccessAccom does not use automated decision-making systems. All decisions regarding eligibility, service provision, and support planning are made by qualified staff with human oversight. If this changes in the future, we will update this Policy to explain the nature of any automated processes and provide options for human review.

Children and young people

AccessAccom generally does not provide services to children and young people. However if national rules for children's online privacy are developed, we will implement any requirements and update our practices accordingly.

Your rights

You (or your authorised representative) are generally entitled to access the personal information we hold about you, and to request correction if you believe it is inaccurate, incomplete, out-of-date or misleading. Subject to legal exceptions, you may also request erasure where the information is no longer necessary for our functions, consent has been withdrawn, or the information was unlawfully collected. Where reasonable and technically feasible, you may request data portability. Requests can be made using the contact details below.

Data breaches

If we experience an eligible data breach under the Privacy Act, we will assess and notify affected individuals and the Office of the Australian Information Commissioner (OAIC) in accordance with legal requirements, and we will take steps to contain and remediate the incident.

Complaints

If you are not satisfied with our handling of your personal information or you believe we have breached our privacy obligations, you can complain to us in writing, by email or by telephone. If you are not satisfied with our response, you may make a complaint to the Office of the Australian Information Commissioner (OAIC), which must be done in writing – details are available on their website: www.oaic.gov.au.

For health information or public sector matters in NSW, you may also contact the Information and Privacy Commission NSW (IPC).

Contact details

Tel: 1800 692223

Email: info@accessaccom.com.au

Address: Suite 401, 3 Hosking Place, Sydney, NSW 2000.

Updates to this Policy

We may amend this Policy from time to time. The latest version will be available on our website. This version is effective from 31 December 2025.

Disclaimer: This Policy is intended to provide general information and does not constitute legal advice. Please contact us if you require assistance with your privacy concerns.