

AccessAccom Privacy Policy (Easy-Read)

Your privacy matters to us. At AccessAccom, we're committed to protecting your personal and health information and handling it responsibly in line with Australian privacy laws.

What This Policy Covers

How we collect, use, and protect your information when you use our Independent Living and SDA services, visit our website, or interact with us.

What Information We Collect

- Your name, contact details, and date of birth
- Emergency contacts and decision-makers (e.g., guardians)
- Health and support information, including assessments and preferences
- Details from government agencies (NDIA, Medicare, Centrelink, etc.)
- Financial details for billing and funding
- Records of enquiries and service plans

How We Collect It

- Mostly from you or someone you trust
- Sometimes from healthcare professionals or government agencies

Why We Collect It

- To provide and manage your accommodation and support services
- Check eligibility for Independent Living or SDA
- Meet legal and safety requirements
- Handle billing and funding
- Improve our services and technology
- Manage complaints or legal matters

Who We Share It With

- Your support team and healthcare professionals

- Government agencies and regulators
- Service providers we work with
- Legal representatives and insurers
- We never allow misuse of personal information

Your Rights

- Ask to see the information we hold about you
- Request corrections or updates
- Ask us to delete information we no longer need
- Request data portability where possible

How We Keep Your Information Safe

- We store records securely in Australia—both paper and electronic
- We use strong security measures and only keep your information as long as needed or required by law

Website and Cookies

- You can browse our website without telling us who you are
- If you submit an enquiry, we'll handle your details according to this policy

Data Breaches

If something goes wrong and your information is affected, we'll notify you and the Office of the Australian Information Commissioner (OAIC) as required by law

Questions or Complaints

- Phone: 1800 692 223
- Email: info@accessaccom.com.au
- Address: Suite 401, 3 Hosking Place, Sydney NSW 2000
- If you're not happy with our response, you can complain to the OAIC in writing – details are on their website: www.oaic.gov.au. or to the NSW Information and Privacy Commission

Updates

- We may update this policy from time to time. The latest version will always be on our website