



PMAbility

Privacy Statement Feb 2022

Table of Contents

I.	Introduction	2
II.	What Information do we collect?	2
	Cookies	2
	Email management	2
III.	What do we do with your Information?	2
IV.	How do we handle Sensitive Information?	3
V.	Third Parties	3
VI.	Disclosure of Personal Information	3
VII.	Security of Personal Information	4
VIII.	Access to your Personal Information	4
IX.	Maintaining Quality of Personal Information	4
X.	Complaints	4

Introduction

This Privacy Statement applies to PMAbility.

We're committed to ensure that our conduct is of the highest standard, demonstrating honesty and integrity, independence, confidentiality and competence.

We have adopted the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Commonwealth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au.

What Information do we collect?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website from our website, from media and publications, from other publicly available sources, from cookies and from third parties.

Cookies

A cookie is a piece of information that an Internet web site sends to your browser when you access information at that site.

Email management

PMAbility will only record your email address if you send us a message. It will only be used for the purpose for which you have provided it and will not be added to a mailing list. We will not use your email address for any other purpose and will not disclose it without your consent.

What do we do with your Information?

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our customers and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

We may use your details to send you newsletters and other material, including by email. We may from time to time use external contractors in information technology, web design and data management to process your details; these suppliers are subject to privacy requirements matching those observed by PMAbility.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

We may also collect or hold a range of sensitive information about you including:

- racial or ethnic origin.
- health information (including information about your medical history and any disability or injury you may have).
- criminal activities you may have been involved in.
- your biometrics (including photographs and voice or video recordings of you).

How do we handle Sensitive Information?

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, criminal record or health information.

Generally, we do not collect sensitive information about you that will not aid in service delivery including:

- religious beliefs or affiliations.
- philosophical beliefs.
- political opinions.
- sexual preferences or practices.
- membership of political parties, professional or trade associations or trade unions.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained.
- For a secondary purpose that is directly related to the primary purpose.
- With your consent, or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in several circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

We will not give your personal information to government agencies, private sector organisations, or anyone else unless you consent or one of the following exceptions applies:

- you would reasonably expect us to use the information for that other purpose.
- it is legally required or authorised, such as by an Australian law, or court or tribunal order.
- formally requested by regulatory bodies, government agencies and law enforcement bodies, including the Department of Human Services, NDIS Quality and Safeguards Commission and the NDIA.
- we reasonably believe that it is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
- we have reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to our functions or activities has been, is being or may be engaged in and we reasonably believe that it is necessary for us to take appropriate action in relation to the matter.

In the unlikely event that the assets and operations of our business are sold to another party, our records of personal and sensitive information will be transferred to that party.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. PMAbility will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining Quality of Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Complaints

If you have a complaint about the privacy of your personal information, we request that you contact us in writing. Upon receipt of a complaint, we will consider the details and attempt to resolve it in accordance with our Compliments and Complaints Management Policy.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner in your State or Territory.

THE END