



Privacy Policy

This policy defines Inspire's continuing responsibility to you and how we will maintain your Personal Information as per state and federal legislative requirements.

The Australian Privacy Principles (APPs) in the Privacy Act 1988 have informed our policies at Inspire. These Principles set forth how we will obtain, use, disclose, maintain, protect, and dispose of your personal information.

Alternatively, the Office of the Australian Information Commissioner's website, <https://www.oaic.gov.au/>, offers a copy of the Australian Privacy Principles.

Consideration and Collection of Personal Information

Inspire gathers your personal information primarily in order to deliver our services to you and connect you with supports that will enable you to meet your NDIS objectives and reach your individual goals. We use numerous sources, such as receiving NDIS plans, interviews, correspondence, over the phone, via email, and from third parties, to collect this personal information, always with the individual's consent and with full transparency. Examples of Personal Information we collect includes names, addresses, email addresses, phone and other personal information, such as disability diagnosis, medical care requirements.

Regarding **sensitive information**, The Privacy Act defines sensitive information as any information or opinion that relates to a person's racial or ethnic origin, religious or philosophical views, or health, we will only use this information for: the primary purpose for which it was obtained, and with your consent; or where required or authorised by law.

When considering **Third Parties**, where possible and when practical, we will only obtain your personal information directly from you. However, there are times when third parties may give us information. In this case, Inspire will take reasonable steps to ensure that you are made aware of what information was provided. Inspire is extremely unlikely to disclose your personal information to another country outside of Australia, however, in this rare case Inspire will gain consent from the individual and explain which country the information will be disclosed to and why.

Disclosure of personal information may happen in a number of circumstances including but not limited to when third parties, where you consent, to the use or disclosure; and where required or authorised by law.

Maintaining, Security, and Access

Your personal information is maintained in a way that reasonably guards against loss, theft, and unauthorised access as well as unauthorised alteration and disclosure.

Inspire will make reasonable efforts to permanently de-identify or erase your personal information once it is no longer required for the original purpose it was collected.

However, the majority of the personal data is or will be maintained in client files, which we will keep for at least 7 years.

Subject to some restrictions, you have access to the Personal Information we may have on you and may update, revise, or delete it. Please get in touch with us in writing if you want access to your personal information.

Inspire may charge an administrative fee for delivering a copy of your Personal Information even if we will not charge you for your access request.

Before providing the necessary information, we will ask for identification from you in order to secure your personal information.

Your Personal Information's accuracy is important to us. We shall make a good faith effort to keep your personal information accurate, complete, and current. Please let us at Inspire know as soon as possible if you discover that the data we have is outdated or wrong, so we can update our records and continue to deliver quality service.

Complaints and Enquiry Process

If you have any queries or complaints about our Privacy Policy please contact us at:



Policy Updates

This privacy policy is the most updated version of our information handling practices, however this policy may be updated if our practices change or legislation requires. In the event where our policy does change, we will update our privacy policy on our website and through email notification.