



# TROPICS PLAN MANAGEMENT

## PRIVACY POLICY

We care about your privacy and rights. This policy sets out how we collect and manage personal and sensitive information and contains our privacy collection statement.

Tropics Plan Management is dedicated to managing personal information with transparency, safeguarding individuals' privacy, and rights, and fulfilling our privacy obligations.

Aligned with our core values, Tropics Plan Management respects and protects individual rights regarding all personal or sensitive information collected, held, and managed in the delivery of our services.

This policy outlines how we collect, use, disclose, and manage your personal or sensitive information, in compliance with the Australian Privacy Principles (APPs) under the Privacy Act 1998 (Cth).

### *Why do we Collect Personal and Private Information?*

We will collect personal information only when it is reasonably necessary for, or directly related to, one or more of our functions or activities. If the information is sensitive, we will generally seek your consent before collecting it. However, there may be instances where we are required to collect sensitive information without your consent, such as when mandated by law or a court or tribunal order.

We may collect, store, use, and disclose your personal or sensitive information for purposes including managing your NDIS funds, coordinating your disability supports, and communicating with your support providers and the National Disability Insurance Agency (NDIA).

In certain situations, we may collect personal or sensitive information to assess, investigate, and respond to allegations of abuse, assault, or neglect of customers. Where necessary, we will provide reports to the appropriate regulatory authorities, including mandatory reporting to the NDIS Quality and Safeguards Commission (NDIS Commission).

Tropics Plan Management will take reasonable steps to ensure that each participant understands what personal information is being collected and is informed of the reasons for its collection.

## 1. Types of Personal Information We Collect

Under the Privacy Act 1988 (Cth), personal information is defined as data or an opinion that can reveal or ascertain your identity. The types of personal information we may collect include:

- Identity details (e.g., date of birth, country of birth, passport information, visa details, and driver's license)
- Name, address (residential and mailing), and contact information (phone number and email)
- NDIS Plan Details (duration, NDIS Number)
- Personal circumstances (e.g., age, gender, and occupation)
- Financial information (e.g., bank account information, payment details)
- Employment information (e.g., job details, work history, salary, and employer's name and address)
- Government identification documents.

## 2. Types of Sensitive Information We Collect

We may collect and hold a variety of sensitive information about you. This may include:

- Health information (such as medical history, disabilities, or injuries)
- Racial or ethnic origin
- Information regarding any criminal activities
- Biometric data (such as photographs, voice or video recordings used for biometric purposes).

We do not collect sensitive information that is unrelated to service delivery, including:

- Religious beliefs or affiliations
- Philosophical beliefs
- Sexual preferences or practices
- Membership in political, professional, or trade associations or unions.

However, we may need to collect such information with your prior consent if it is essential for providing a specific product or service. Additionally, sensitive information may be collected as required by law or from a third party under certain circumstances.

When visiting our websites, we may gather data such as the number, date, and time of your visit, pages viewed, and your navigation through the site.

If you call us, we may collect statistics like the number, date, and time of your call and your navigation through our phone system. Incoming and outgoing calls may be monitored or recorded for tax, verification, substantiation, and quality assurance purposes.

## Security

We are committed to ensuring your information remains secure, implementing suitable physical, electronic, and managerial procedures to safeguard all personal data collected. To protect this information, we:

- Take reasonable steps to prevent misuse, interference, loss, unauthorized access, modification, and disclosure.
- Limit access to personal information solely to participants and authorized team members.
- Enforce security measures such as password-protected IT systems, locked filing cabinets, and restricted physical access to authorized personnel only.
- Ensure that personal information no longer required is securely destroyed or de-identified.

## Further Information:

If you require any additional information or have any enquiries, please don't hesitate to contact us on: **admin@tropicspm.com.au** or call **0401 444 967**