

New Horizon Brace & Limb Service

Privacy Policy

Introduction

New Horizon Brace & Limb Service (ABN 63042108924) is an Australian company. In this Privacy Policy we will refer to New Horizon Brace & Limb Service as "New Horizon BLS", "we", "us" and "our".

The website www.newhorizonbbs.com.au ("the Site") is owned and operated by New Horizon BLS.

This is New Horizon BLS's Australian Privacy Principles' privacy policy. We respect your privacy and are committed to protecting it through our compliance with this privacy policy. It explains how New Horizon BLS approaches the important issue of privacy and the management of your Personal Information.

Please contact New Horizon BLS's Privacy Officer (details are at the end of this Privacy Policy) if you require any further information regarding our Privacy Policy.

New Horizon BLS is a leading independent prosthetics and orthotics provider based in Australia, working with many of the main orthopaedic groups, hospitals and other healthcare service providers.

Our goal is to ensure best practice, increase mobility and an independent lifestyle by placing the client at the very Centre of their care (collectively "the Services").

Further this privacy policy applies to information we collect:

- In email, text, and other electronic messages between you and New Horizon BLS.
- when you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this privacy policy.

By choosing to participate in the Services and or by using the Site, you consent and agree to the Privacy Policy of New Horizon BLS as follows:

The Australian Privacy Principles

The Australian Government introduced updated legislation in 2014 its *Privacy Act (1988)*, to further enhance the protection and handling of an individual's privacy and personal information. These principles replace the previous National Privacy Principles that operated from 2001. You can find out more about the Australian Privacy Principles by calling the Office of the Australian Information Commissioner on 1300 36 39 92 or through their [website](http://www.oaic.gov.au) at www.oaic.gov.au.

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"Personal Information" means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a) whether the information or opinion is true or not; and
- b) whether the information or opinion is recorded in a material form or not.

New Horizon BLS respects and upholds your right to privacy protection under the Australian Privacy Principles in regulating how we collect, use, disclose and hold your Personal Information. We have a detailed policy and set of procedures to ensure that only authorised staff have access to your personal information, that it remains confidential and is only used for appropriate purposes and in accordance with this notice.

In addition to the Australian Privacy Principles, individuals located in the European Union (EU) may also have rights under EU based rules known as the *General Data Protection Regulation* (GDPR). The GDPR has harmonised the data privacy laws of each individual EU country, giving more rights to individuals located in the EU and more obligations to organisations holding their personal information.

Details of additional rights of individuals located in the EU and how we meet them are outlined in the relevant section below.

THE PERSONAL INFORMATION WE COLLECT, AND WHY WE COLLECT IT

Kinds of Personal Information we may collect or hold

- your name, date of birth, contact address, email address, mobile phone number, landline phone number;
- your transactional and payment information;
- details of all products and services purchased by you, including medicines and dispensary items;
- health information including indications;
- information contained in an application form or other document given to us;
- information contained in any communications between you and us;
- to the extent required or permitted by law, a government related identifier;
- any information we are required to collect by law; and
- information about your browser, your location, the country you are visiting from, your IP address, which pages you visit and what links you click on when you visit our Website.

We may sometimes need to collect additional personal information from or about you. Also, the items listed above are not exhaustive and we discuss further aspects of such in detail below.

Purpose of collection

- providing specialised prosthetics and orthotics services to you, or persons you care or are a guardian for;

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- developing discharge support systems for you or someone else you know;
- managing your needs to reduce the risk of medication misadventure and readmissions to hospital;
- facilitating our internal business operations, including the fulfilment of any legal or regulatory requirements;
- providing you with information about other services, products and treatments that we offer that may be of interest to you;
- analysing our Services, products and customer needs with a view to developing new and/or improved services or products; or
- contacting you to provide a testimonial for us.

Failure to provide information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the Services you, or they, are seeking.

Information we get when you use our Services

Your personal and sensitive information, including health information, is only collected as is necessary for a function or activity, or to enable us to carry out our work and deliver the Services.

When you use our Services, we collect information about which of those services you have used and how you have used them. We might know, for instance, that you have visited a certain page, saw a specific advert for a certain period of time. The following gives a fuller explanation of the types of information we collect when you use our Services:

Personal Identifier Information

We collect personal identifier information about you including your name, date of birth, gender, occupation, address (postal and email), telephone numbers and to the extent required or permitted by law, a government related identifier.

Medical and Health Information

We collect medical and health information to enable us to provide the Services. For example, we collect health fund and health insurance cover details, Medicare, Pharmaceutical Benefits Scheme, National Disability Services, Pension or Veteran's Affairs numbers, medical history and other health information (which may include information about your racial and ethnic origins), details of current medication, other medical and health information necessary for the provision of our Services and details of persons to contact in case of emergency.

Information We Get When You Use Our Services

When you use our Services, we collect information about which of those services you've used and how you've used them. We might know, for instance, that you have visited a certain page, saw a specific ad for a certain period of time. Here's a fuller explanation of the types of information we collect when you use our services:

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- **Usage Information.**

We collect information about your activity through our Services. For example, we may collect information about:

- o how you interact with our Services or which queries you submit.
- o how you communicate with your patients, clients or customers (e.g. if you are health services provider using our Services).

- **Content Information.** We collect content, queries and responses that you engage with via our Services and Sites, such as custom content, and information about the content you create or provide, such as if the recipient has viewed the content and the metadata that is provided with the content.

- **Device Information.** We may collect general and technical information from and about the devices you use. For example, we collect:

- o information about your hardware and software - such as the hardware model, operating, system version and patch-level, device memory, primary screen dimensions & resolution and screen count, antivirus and malware systems, advertising identifiers, unique application identifiers, apps installed, unique device identifiers, browser type, language, battery level, and time zone;
- o information from device sensors, such as accelerometers, gyroscopes, compasses, microphones, and whether you have headphones connected; and
- o information about your wireless and mobile network connections, such as mobile phone number, service provider, and signal strength.

- **Location Information.** When you use our Services we may collect information about your location. With your permission, we may also collect information about your precise location using methods that include GPS, wireless networks, mobile/cell phone towers, Wi-Fi access points, and other sensors, such as gyroscopes, accelerometers, and compasses.

- **Information Collected by Cookies and Other Technologies.** Like most online services and mobile applications, we may use cookies and other technologies, such as web beacons, web storage, and unique advertising identifiers, to collect information about your activity, browser, and device. We may also use these technologies to collect information when you interact with Services we may offer through one of our partners, such as advertising and commerce features.

Most web browsers are set to accept cookies by default. If you prefer, you can usually remove or reject browser cookies through the settings on your browser or device. Keep in mind, though, that removing or rejecting cookies could affect the availability and functionality of our Services. To learn more about how we use cookies and your choices, please check out

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our “Cookie Policy”. To learn more about how third parties use these technologies on our Services, be sure to read the “Analytics” section of our Privacy Policy.

• **Log Information.** We also collect log information when you use our Sites or Services. That information includes, among other things:

- o details about how you have used our Services.
- o device information, such as your web browser type and language.
- o access times.
- o pages viewed.
- o IP address.
- o identifiers associated with cookies or other technologies that may uniquely identify your device or browser.
- o pages you visited before or after navigating to our website.

Information We Collect from Third Parties

We may collect information about you from other users, our affiliates, and third parties e.g. healthcare services providers.

Your personal and sensitive information is only collected as is necessary for a function or activity, or to enable us to carry out our work and deliver our Services.

We may use your personal information to send you information about our work or to let you know about our Services. Each time we send you a direct marketing communication we will provide you with a simple way to “opt out” of receiving similar communications in the future.

You can also let us know that you do not wish to receive any further communications by contacting New Horizon BLS Privacy Officer.

New Horizon BLS will not collect sensitive information about health, racial or ethnic origin, political opinions or membership, religious or philosophical beliefs, trade association or union membership, sexual preferences or criminal record unless you have consented to give this information and it is relevant to our work and Services.

We will always collect such information in a non-intrusive, lawful and fair manner.

Opting-Out or Modifying Your Information



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If you want to change any information that you have previously given us, or if you want to opt out of future communications please contact New Horizon BLS Privacy Officer as detailed below.

How We Collect Your Personal Information

We collect your personal information when you provide it to New Horizon BLS in a number of ways including but not limited to:

- directly from you e.g. by filling in patient information forms, through the Site, job application or resume, or application forms;
- as authorised by you providing us with your personal information (subject to your preceding authorise consent to such);
- your authorised representatives (e.g. your carer or legal guardian);
- your health service providers;
- a health professional who has treated you;
- from the public domain;
- from authorised third-party data sources and data lists for the purposes of conducting our Services;
- from our or your business partners/associates and employers; and
- by your usage of the Sites e.g. the pages that you visit, what links you click by contacting us by post, telephone, email, or other electronic methods.

In some cases, you might provide Personal Information to us by entering it into our cloud-based Services because you want us to host that information for you. Alternatively, your information may be disclosed to us by an organisation with whom you interact and to which we provide a cloud-based Service.

When we collect or hold Personal Information in this way, it is only used or disclosed for the purpose contemplated by you or the organisation that has disclosed that information to enable us to provide the work or Services sought.

Personal information may be stored on our web servers but will only be accessed by us to provide technical support, or to carry out other functions reasonably necessary to provide the work or Services. This Personal Information will not be disclosed in any other way without the individual's written consent.

Use and disclosure

Generally, we only use personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

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- our related entities to facilitate our and their internal business processes;
- public hospitals, private hospitals, aged care facilities, medical practitioners and oncology units who assist us in providing services and products to you or someone else you know;
- third party service providers, who assist us in operating our business (including technology service providers), and these service providers may not be required to comply with our privacy policy;
- a purchaser of the assets and operations of our business, providing those assets and operations are purchased as a going concern; and
- our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services, products and various promotions.

Other ways we may use your Personal Information

We may use your Personal Information in certain limited circumstances, including but not limited to:

- management, funding, service-monitoring, planning, evaluation and complaint-handling;
- legislative and regulatory compliance; • quality assurance of clinical activities:
- Billing and debt recovery
- conducting credit checks (if and where necessary);
- addressing liability indemnity arrangements including reporting to insurers and legal representatives;
- preparing the defence for anticipated or existing legal proceedings;
- research or the compilation or analysis of statistics relevant to public health and safety; activities directly related to the provision of health services to you where you would reasonably expect disclosure;
- to improve our Services and the Website;
- to provide personalised and direct marketing content to your email address, phone, portable computing and other digital technology devices;
- to compile analytics in sizing or quantifying market opportunity;
- to predict market opportunity forecasting and resource allocation; and
- to disclose to other businesses who assist us or our patients in providing services or who perform functions on our patients' behalf.

How do we use your Personal Information?

We use, in addition to our own proprietary technologies and systems, various third-party software and technologies including but not limited to: Nickel, Omega, [Xero](#), [TeamViewer](#) and [GoToMeeting](#) to deliver some of our Services.

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Please also note, owing to the ever-changing nature of technology and to provide optimal support to you, we may use different third-party support software and platforms from time to time. To that, any such data stored or processed will also be subject to the privacy policies of those relevant individual third parties and platforms as they may vary.

We may use your Personal Information to the extent that is reasonably necessary to carry out the Services including for the following purposes:

- to improve our Services and the Site;
- to notify you about changes to our Site or any products or Services we offer or provide through it;
- to provide you with information, products, or services that you may request from us;
- to provide you with notices about your account or orders;
- to provide personalised and direct marketing content to your email address, mobile phones, portable computing and other digital technology devices;
- to compile analytics in sizing or quantifying market opportunity;
- speed up your searches;
- recognise when you return to the Site;
- to predict market opportunity forecasting and resource allocation;
- to disclose to other businesses who assist us or our customers in providing services or who perform functions on our customers' behalf;
- to conduct credit checks (if and where necessary);
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us or professional arrangements (including but not limited to our NDIS Services Agreements), including for billing and collection.
- in any other way we may describe when you provide the information
- to fulfill any other purpose for which you provide it; and
- for any other purpose with your consent

How We Keep Your Personal Information Secure

Our premises are in a secure building with restricted access. Our IT systems are password protected and we conduct regular audit and data integrity checks.

We frequently update our anti-virus and malware software in order to protect our systems (and the data contained in those systems) from computer viruses. In addition, all our employees are required, as a condition of employment, to treat personal information held by New Horizon BLS as confidential.

As a progressive technology business, we whilst we currently retain our database on our secure in-house premises server, most of our business data (including your Personal Information) may be stored in secure remote, "Cloud" or offsite servers such as, but not limited to [Amazon Web Services](#) (AWS) platform. These cloud servers may be situated outside of Australia.

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If we store your Personal Information on a remote, "Cloud" or offsite server we will endeavour to protect your Personal Information through security measures such as password protection and encryption.

We retain and store your Personal Information (whether onsite, offsite or on the Cloud) indefinitely, unless you instruct us otherwise.

Destroying Personal information

We may destroy or de-identify the Personal Information provided by use as soon as practicable, once it is no longer needed for Services. However, we may in certain circumstances be required by law to retain Personal Information after our Services have been completed.

In this case, the Personal Information will continue to be protected in accordance with this Privacy Policy. If we destroy Personal Information we will do so by taking reasonable steps and using up-to-date techniques and processes.

Disclosing your Personal Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose your Personal Information to third parties but only for the purposes of providing the Services and for the purposes contemplated by your use of the Site.

These third parties may include:

- other health service providers involved in your treatment or diagnostic services, or to provide you with further information about available treatment options;
- responsible persons (e.g. parent, legal guardian, spouse or Enduring Guardian) when you may be incapable or cannot communicate, unless you have requested otherwise;
- with your express prior written consent, close family members in accordance with recognised standards of medical practice
- insurers (including health insurers);
- legal representatives;
- researchers for compilation or analysis of statistics relevant to public health and safety;
- third parties directly related to the provision of health services to you where you would reasonably expect disclosure;
- other digital technology services and platform providers (worldwide);
- our partners, agents or contractors (worldwide);
- data collection and marketing providers

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(worldwide);

- professional associations and representative bodies;
- our related entities; and • our professional advisers.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- in an emergency situation;
- when specifically authorised by you;
- to our subsidiaries and affiliates, including but not limited to individual gyms and customers.
- to contractors, service providers, and other third parties we use to support our business.
- to a buyer or other successor in the event of a merger, divestiture, restructuring, reorganisation, dissolution, or other sale or transfer of some or all of New Horizon BLS assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by New Horizon BLS about our Services and/or Site users is among the assets transferred.
- to fulfill the purpose for which you provide it.
- for any other purpose disclosed by us when you provide the information.
- with your consent, to regulatory bodies and government agencies;
- professional associations and representative bodies;
- to training partners;
- to your guardian; and
- as required by law or court order.

We may disclose personal information for the following purposes:

- to enforce or apply our Services Agreements and other agreements, including for billing and collection purposes;
- if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of New Horizon BLS, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction;
- reporting to government agencies;
- to comply with training requirements;
- to comply with regulatory or legal requirements;
- Credit checks and reports
- to comply with laws or court orders.

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When we disclose your Personal Information with a third party, we will require the third party to handle your Personal Information in accordance this Privacy Policy and the Australian Privacy Principles.

New Horizon BLS may sometimes use third party service providers to conduct surveys and facilitate information collection. Some of these service providers conduct all or part of their business overseas and so your personal information may be transferred overseas as a result. New Horizon BLS conducts a due diligence process before entering into an agreement with these service providers and will take all reasonable steps to ensure that your information is not used in a manner inconsistent with the Australian Privacy Principles.

Web traffic information is disclosed to Google Analytics when you visit our Site. Google stores information across multiple countries. When you communicate with us through a social network service such as Facebook or Twitter, the social network provider and its partners may collect and hold your personal information overseas.

Visiting our Sites

Our Site may use 'cookies' to improve your experience on our sites, to display content more relevant to you within the Site, and to display items added while using online facilities. If you are concerned about the use of these cookies, your browser can be configured to notify you when you receive a cookie, and provide you with the opportunity to accept or reject it. You may refuse all cookies from New Horizon BLS's Sites, however some functions may be unavailable.

Our Site may use statistical information collection tools (such as Google Analytics) to track site visits, navigation and performance within our Site for the purpose of monitoring and improving the site. If you are concerned about the use of these tools, you can configure your browser to send a "Do Not Track" request with your browsing traffic.

Our Site may also use third party cookies and Google Analytics Advertising Features including: Remarketing with Google Analytics, and Google Analytics Demographics and Interest Reporting.

Visitors can opt-out of Google Analytics for Display Advertising and customize Google Display Network ads using the Ads Settings. Further information regarding behavioural advertising, including ways to manage your online privacy, is available at www.youronlinechoices.com.au

Where you provide your email address to New Horizon BLS we will only use it for the purpose provided unless you have consented to us using it for additional purposes, and we will not pass it on to any other person or organisation unless we have disclosed this to you. We may also disclose your information where required by law to do so.

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Our Site may contain links to other sites of interest. We do not control, and are not responsible for, the content or privacy practices of those websites. Please check the Privacy Policies on other websites before you provide your personal information to them.

Our Site and Services' Security

By using our Site or Services, you acknowledge and agree that the internet is inherently insecure and that you use the internet at your own risk. You acknowledge that you do not hold New Horizon BLS liable for any security breaches, viruses or other malicious software that may infect your computer or other internet browsing device, or any loss of data, revenue or otherwise that may occur as a result of using our Sites.

We strive to ensure the security of your Personal Information and we take reasonable steps to protect your Personal Information from:

- a) misuse, interference and loss; and
- b) unauthorised access, modification or disclosure.

We will review and update our physical and data security measures in light of current technologies.

Unfortunately, no data transmission over electronic, mobile data and communication services can be guaranteed to be totally secure.

For security purposes, any Personal Information that we receive and/or provide to third parties will be password protected.

In addition, our employees and contractors who provide services related to our information systems are obliged to respect the confidentiality of any Personal Information held by us.

We will do everything reasonably within our power and control to prevent unauthorised use or disclosure of your Personal Information. However, we will not be held responsible for events arising from any unauthorised use or access to your Personal Information.

Certain sections of our Site are secured using industry-standard SSL/TLS technology to encrypt data between your browser and the Sites.

Social Networking Services

We may use social networking services such as Facebook, LinkedIn and Twitter to communicate with you and the public about our Services. When you communicate with us using these social networking and digital media services we may collect your personal information, but we only use it to help us to communicate with you and the public.

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The social networking and digital media services will also handle your personal information for its own purposes. These services have their own privacy policies. You can access the privacy policies for [Facebook](#), [LinkedIn](#), [Instagram](#) and [Twitter](#) on their websites.

Spam Act

We adhere to the *Spam Act 2003 (Cth)*. The Spam Act prohibits the sending of unsolicited emails, SMS and MMS messages for commercial purposes from or within Australia or to people in Australia. The Spam Act also bans the supply and use of software designed to harvest email addresses.

ADDITIONAL RIGHTS FOR INDIVIDUALS LOCATED IN THE EUROPEAN UNION (EU)

The EU General Data Protection Regulation (GDPR) has harmonised the data privacy laws of each individual EU country, giving more rights to individuals located in the EU and more obligations to organisations holding their personal information. In this section, “personal information” means any information relating to an identified or identifiable natural person (the meaning given to the term “personal data” in the GDPR).

Personal information must be processed in a lawful, fair and transparent manner. As such, if you are located in the EU, the GDPR requires us to provide you with more information about how we collect, use, share and store your personal information as well as advising you of your rights as a “data subject”.

If you are located in the EU and have an enquiry relating to your rights under the GDPR, please contact our Privacy Officer at newhorizonbbs@gmail.com

What personal information do we collect?

Please refer to the above section headed “The Personal Information We Collect, and Why We Collect It” for details of the personal information we collect.

Special categories of personal information

The GDPR provides additional protection for personal information about your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, biometric data (for example your fingerprints), or data concerning your health, sex life or sexual orientation. We will only process this type of personal information with your consent or where otherwise lawfully permitted.

How long we keep your personal information

We will keep your personal information while you are a customer of New Horizon BLS. We aim to keep your personal information for only as long as we need it.



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We generally keep your personal information for up to 7 years after you stop being a customer but we may keep your personal information for longer to fulfil legal or regulatory obligations, for internal research and analytics, or to respond to a question or complaint.

How we use your personal information

We can only collect and use your personal information if we have a valid lawful reason to do so. For New Horizon BLS, these reasons are:

- if we need to process your personal information in order to fulfil a contract you have with us, or because you have asked us to take specific steps before entering into a contract (*contract performance*);
- if we need to process your personal information for us to comply with the law (*legal obligation*);
- if you have given clear consent for us to process your personal information for a specific purpose (*consent*); and
- if we need to process your personal information for our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect your personal information which overrides these legitimate interests (*legitimate interests*).

In the table below, we have set out the relevant grounds that apply to each purpose of data processing that is mentioned in this Privacy Policy:

Purposes of the data processing	Reasons/ uses
To provide and administer our Services	<ul style="list-style-type: none">• contract performance• legitimate interests (to allow us to perform
our	obligations and provide services to you)
For marketing purposes	<ul style="list-style-type: none">• legitimate interests (in order to market to
you)	and consent (which can be withdrawn at any time)
To provide customer support	<ul style="list-style-type: none">• contract performance• legal obligation• legitimate interests (to allow us to
	correspond with you in connection with our services)
To comply with our legal obligations	<ul style="list-style-type: none">• legal obligation• legitimate interests (to cooperate with the
law	and regulatory authorities)
To conduct market, consumer and other research	<ul style="list-style-type: none">• legitimate interests (to ensure that we understand our customers' requirements)

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To ensure website content is relevant
you

- legitimate interests (to allow us to provide
with the content and services on our Site)

Your rights as a data subject

You have the following rights with respect to the personal information we hold about you.

The right to be informed how personal information is processed: You have the right to be informed how your personal information is being collected and used. If we require your consent to process your personal information you can withdraw consent at any time. If you withdraw consent, we may not be able to provide certain services to you. The right to withdraw only applies when the lawful basis of processing is consent.

The right of access to personal information: You can access your personal information that we hold by emailing our Privacy Officer at newhorizonbls@gmail.com.

The right to rectification: You have the right to question any personal information we have about you that is inaccurate or incomplete. If you do, we will take reasonable steps to check the accuracy and correct it.

The right to erasure: You have the right to ask us to delete your personal information if there is no need for us to keep it. You can make the request verbally or in writing. There may be legal or other reasons why we need to keep your personal information and if so, we will tell you what these are.

The right to restrict processing: You have the right to ask us to restrict our use of your personal information in some circumstances. In this situation we would not use or share your personal information while it is restricted. This is not an absolute right and only applies in certain circumstances.

The right to data portability: In some circumstances you have the right to request we provide you with a copy of the personal information you have provided to us in a format that can be easily reused.

The right to object: In some circumstances you have the right to object to us processing your personal information.

Rights in relation to automated decision making and profiling: We sometimes use systems to make automated decisions (including profiling) based on personal information we have collected from you or obtained from other sources such as credit reporting bodies. These automated decisions can affect the services we offer you. You can ask that we not make decisions based on automated score alone or object to an automated decision and ask that

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The right to lodge a complaint with a supervisory authority: You have the right to complain to the regulator if you are not happy with the outcome of a complaint. Please refer to the [European Commission Website](#) for details of the relevant data protection authorities. The individual regulator's websites will tell you how to report a concern.

Please note that while any changes you make to your personal information will be reflected in active user databases instantly or within a reasonable period of time, we may retain all information you submit for backups, archiving, prevention of fraud and abuse, analytics, satisfaction of legal obligations, or where we otherwise reasonably believe that we have a legitimate reason to do so.

You may decline to share certain personal information with us, in which case we may not be able to provide to you some of the features and functionality of our services.

Changes to our Privacy Policy

New Horizon BLS may, without notice, amend or modify this Privacy Policy by posting the amended Privacy Notice to our Sites.

How to Access, Correct or Update Your Personal Information

If you have any complaints, questions or concerns about what information New Horizon BLS holds or about the accuracy of that information, please contact New Horizon BLS's Privacy Officer.

If you would like to access the information that we hold about you, or to complain about a possible breach of the Australian Privacy Principles, you can write to New Horizon BLS's Privacy Officer at the address provided below.

We will respond to your complaint or endeavour to give you access to the information requested within two weeks. In order to maintain the confidentiality of your personal information, we will ask you to meet with you so we can review your specific identification documents before we give you access. If it is not practical for you to meet us in person, we will arrange to check your identification before we mail the information out to you.

If the information that we hold about you is incorrect or not up-to-date, we will update it as soon as possible after you have shown us how and why it is incorrect.

In the unlikely event that we are unable to provide you with access to your personal information for legal reasons as specified in the Privacy Act, we will provide you with reasons for denying access.

If you are not satisfied with New Horizon BLS's response to your complaint, question or concern, you may wish to lodge a complaint with the Office of the Australian

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Information Commissioner. Further information can be found on the Commissioner's website or by calling 1300 363 992.

Site accessibility

We are committed to providing an accessible experience for users of our Site. If you encounter any difficulties with our Site, please direct your enquiry to newhorizonbls@gmail.com

Privacy Officer's contact details

New Horizon BLS's Privacy Officer can be contacted by:

Phone: 0432359103

Email: newhorizonbls@gmail.com



Australian Government
Department of Veterans' Affairs