



Privacy Policy

Inside Out Support Services Pty Ltd (“we” “our” “us”) is committed to protecting the privacy and confidentiality of all participants, families, carers, and website visitors. This Privacy Policy Explains how we collect, use, store, and share your personal information in line with the NDIS Practice Standards, the Privacy Act 1988 (Cth), and the NDIS Record Keeping Rules 2018.

1. What information we collect

We may collect the following types of personal information:

- Your name, contact details, and date of birth
- NDIS Participant information, support plans, and health information (where relevant)
- Feedback, enquires, or other information you provide through our website, forms or email

We collect this information to provide sage, effective, and culturally respectful services

2. How we use your information

We use personal information for purposes including:

- Delivering NDIS supports and services
- Communicating with participants, families and stakeholders
- Managing our operations and improving service quality
- Meeting legal and regulatory obligations

3. How we store and protect your information

We store your information securely, using appropriate physical and electronic safeguards. Only authorised staff have access to personal information, and we take reasonable steps to prevent misuse, loss or unauthorised access.

Where information is stores or processed overseas (e.g., cloud storage), we ensure it is protected to the same standards required under Australia Law.

4. Sharing your information

We only share your personal information:

- With your consent
- Where required or authorised by law
- To support safe delivery of services (e.g., with other service providers, health professionals, or the NDIS for approved purposes)

We never sell or trade your information

5. Retention of Records

We retain personal information for the period required under the NDIS Record Keeping Rules 2018 and relevant legislation. When information is no longer needed, it is securely destroyed in accordance with legal requirements.

6. Your Rights

You have the right to:

- Access your personal information
- Request corrections to your information
- Make a complaint if you believe your privacy has been breached

To exercise these rights, please contact us using the details below

7. Contact Us

If you have questions or concerns about your privacy, you can contact

Inside Out Support Services

contact@insideoutsupportservices.com.au

8. Updates to this Privacy Policy

We may update this policy from time to time. The current version will be available on our website.

Effective November 2025