



SalSea Privacy Policy

Last updated: January 2026

SalSea is committed to protecting your privacy and handling your personal information with care, respect, and transparency. This Privacy Policy explains how we collect, use, store, and protect your personal information in line with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

This policy applies to all visitors to the SalSea website, as well as current and prospective clients, participants, families, carers, referrers, and service providers.

1. What information we collect

We only collect personal information that is reasonably necessary for us to provide safe, ethical, and high-quality services.

This may include:

- Name, date of birth, gender
- Contact details (phone number, email, address)
- Emergency contact details
- NDIS details (e.g. NDIS number, plan information, funding management)
- Cultural, language, or communication preferences

Sensitive information may include health, disability, mental health, or behaviour support information. Sensitive information is only collected with your consent or where required or authorised by law.

2. How we collect your information

We may collect personal information when you:

- Complete online enquiry, referral, or intake forms
- Contact us by phone, email, or via our website
- Engage in services such as counselling or behaviour support
- Provide consent for us to receive information from referrers or other providers
- Visit our website (limited technical data)

3. Why we collect your information

We collect and use your information to:

- Provide counselling, behaviour support, and allied health services
- Communicate with you and your support network (with consent)
- Develop assessments, reports, and support plans
- Meet legal, ethical, and regulatory obligations (including NDIS requirements)
- Manage safety, quality, incidents, and complaints
- Improve service delivery



4. Disclosure of personal information

Your information may be shared, with consent or where required by law, with:

- Support coordinators, plan managers, or the NDIA
- Health and allied health professionals involved in your care
- Referrers or authorised service providers
- Regulatory bodies such as the NDIS Quality and Safeguards Commission

SalSea does not sell or trade personal information.

5. Storage and security of information

SalSea stores information securely using password-protected systems, restricted access controls, and secure record-keeping practices. We take reasonable steps to protect information from loss, misuse, unauthorised access, or disclosure.

Information is retained and securely destroyed or de-identified in accordance with legal and professional requirements.

6. Access and correction

You may request access to, or correction of, your personal information by contacting SalSea. Requests will be responded to within a reasonable timeframe.

7. Website use

Our website may collect limited technical information such as IP address and browser type. This information is used only to support website functionality and improvement.

8. Privacy concerns or complaints

If you have concerns about how your information is handled, please contact SalSea directly. If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or 1300 363 992.

9. Changes to this policy

This Privacy Policy may be updated periodically. The most current version will be published on the SalSea website.

10. Contact us

Email: connect@salsea.com.au