



Privacy Policy

Purpose

This policy governs how staff members of Eversun Healthcare Pty Ltd collect, store, use disclose and manage personal information. This policy outlines and explains the types of personal information we collect, the purpose for which it is collected, how you can request access to and correct personal information that we hold about you and how you can make a privacy complaint.

We take our customers privacy seriously and are committed to open and transparent management of personal information. We comply with the *Privacy Act 1988*.

Our suppliers and deliver contractors are required to follow these privacy laws.

Information collected

The personal information we collect and hold is due to the legal obligations we may have;

- (i) We collect contact details, name, address, postcode, and telephone details
- (ii) Government related identifiers including Medicare, and Centre link numbers
- (iii) For NDIS participants, their date of birth, plan dates, NDIS number, LAC support coordinators details, payment type are collected to assist with service booking and payment request

We collect this information at time of order, or when requested to complete necessary legal documentation like a Continence Aids Payment (CAPS) application, or NDIS care plan service agreement.

It is not practical to remain anonymous when ordering from Eversun Healthcare because we need to keep a record of ordering and billing details.

We will not disclose your personal details to any third party, or health agency.

We may with your consent discuss your orders to a member of your family, a carer, close friend, your authorized representative, or responsible person, next of kin, your nominated emergency contact, or the police.

If we are required or authorized by or under an Australian law or a court or tribunal order.

Data Quality

We ensure your data is accurate and up to date at time of product ordering

Storage of personal information

All personal information collected is securely stored on our electronic database. Each order is held in hard copy files in secure and locked facilities in Australia. We will take reasonable steps to ensure that personal information we hold is protected from misuse, loss, interference, unauthorized access, modification or disclosure.

We will notify you as soon as practicable if we find any unauthorized access, disclosure or loss of your personal information that is likely to result in serious harm to you.

Openness

If requested, we will let you know what kind of personal information of yours we hold, and for what purpose and how we handle that information. We will also make this policy available to anyone who requests a copy of it.

How can I access or correct my personal information

You can request access to your personal information held by us upon written request to our Director. To obtain this information, you must provide us with proof of identity, Medicare card, and passport and birth certificate.

We do not use your information for marketing purpose of any kind.

How can I complain about the handling of my personal information?

If you believed we have at anytime breached this policy, you may lodge a complaint with our Director.

We will acknowledge your complaint within 7 days

Director: Yafeng Huang

Email: admin@eversunhealthcare.com.au

Monitoring and review

This policy will be reviewed every two years or when changes to legislation and regulation occur.

Next Review on 09/2027