



Privacy Policy

Purpose

The Privacy Policy outlines how You IncludEd (ABN: 61638850339) collects, uses, stores, and discloses personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles 2014. The purpose of this policy is to ensure that personal information of clients and their parents/guardians is handled in a safe, transparent, and respectful manner, supporting the delivery of high-quality services.

Collecting Information

You IncludEd collects personal information that is reasonably necessary to provide developmental education services. This may include:

- Client names, contact details, dates of birth, and address
- Health, disability, and support needs information
- Emergency contact details
- Service history and progress notes
- Payment and billing information

Information is typically collected directly from clients, their families, carers, or authorized representatives. In some cases, information may also be collected from other service providers with written consent.

Disclosure of information

Personal information may be disclosed where necessary for service provision or as required by law. This may include:

- Sharing information with other allied health professionals or support providers involved in a client's care
- Providing information to government agencies (e.g., NDIS) for reporting or compliance purposes
- Disclosing information where required by law or in situations involving risk to health or safety.

All disclosures are made with appropriate consent unless otherwise required or authorized by law and in accordance with the Privacy Act 1988.



Unauthorised disclosure or access

You IncludEd take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Any suspected data breach or unauthorised access will be addressed promptly, including taking steps to contain the breach and notify affected individuals where required.

Access to personal information and data quality

Clients have the right to request access to their personal information and to request corrections if the information is inaccurate, incomplete, or outdated. Requests can be made in writing and will be responded to within a reasonable timeframe.

You IncludEd takes reasonable steps to ensure that all personal information collected is accurate, up-to-date, and relevant.

Security

Personal information is predominantly stored securely in electronic format through a practice management software system and is protected by robust security and encryption. Hard copy records are stored in a locked filing cabinet on site accessible only to authorised staff. Information is retained only for as long as necessary to fulfil its purpose or meet legal obligations, after which it is securely destroyed or de-identified.

Website

You IncludEd operates a website, and may collect limited personal information such as names, email addresses, and phone numbers via contact forms. This information is used solely for communication and business operations. Users can choose not to provide personal information by not submitting forms or using the website.

Third party websites

You IncludEd's website may contain links to third-party websites. These external sites are not controlled by You IncludEd, and this Privacy Policy does not apply to them. Users are encouraged to review the privacy policies of any third-party website they visit.



Privacy Inquiries and Complaints

Privacy related inquiries or concerns can be directed to You IncludEd via:

Kaitlyn Baker

Phone: 0424 265 119

Email: kaitlyn@youinclud.org

You may contact the Office of the Australian Information Commissioner. Contact details are as follows:

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au