



## Our Commitment to Your Privacy.

At Bridge 2 Independence, we recognize the importance of keeping your personal information private and confidential. Our privacy policy and procedure outline the steps that our organization has taken to maintain and protect your privacy.

All our employees and volunteers value your dignity, privacy and confidentiality at all times.

## What is Consent.

Consent is giving your permission for us to share only relevant information required to do our job. The types of information include Allied Health reports, NDIS reports and plans, support reports and any other information that is required to make sure that we meet your goals.

## Access to Your Information.

You or your legal guardian can access your personal records and information at any time. Records can be accessed by written request submitted to the Manager via email or mail. Requests will be actioned as a matter of priority, unless issues are identified, such as legal matters or in preserving the public's interest.

## What happens when we collect your information?

Exceptional Bonds Pty Ltd will collect personal information about you to help us meet your therapeutic and personal goals. Your information will be securely stored and only made available to staff who need to access the information.



[Bridge2indz@gmail.com](mailto:Bridge2indz@gmail.com)

[www.Bridge2Independence.com.au](http://www.Bridge2Independence.com.au)



Personal information will only be shared in an emergency or if required by law and legislation. Photographic material will not be shared or used without your and your legal guardian's written consent

## Privacy Concerns and Complaints.

At Exceptional Bonds Pty Ltd we value dignity, privacy and confidentiality and will take all reasonable steps to protect your privacy. If you feel that your privacy has been breached, please contact our staff, or complete a 'Privacy Complaint' form. We will make every effort to resolve the issue with you. If you still feel that your issue has not been resolved, you can contact the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

## Respecting Your Privacy.

The Bridge 2 Independence Pty Ltd's Privacy Policy details how your personal information is managed in accordance to the Australian Privacy Principles. It also outlines the nature and purpose of personal information collected, how it is stored, used and disclosed. This policy relates to all types of contacts within Exceptional Bonds Pty Ltd including contact at intake, during sessions and after completing your

