

Pathway To Potential - Privacy Policy for Disability Support

Introduction

At Pathway To Potential, we are committed to protecting the privacy and confidentiality of the individuals we serve. This Privacy Policy outlines how we collect, use, disclose, and protect personal and sensitive information related to disability support services.

Information We Collect

We collect and maintain personal and sensitive information in the course of providing disability support services. This information may include, but is not limited to:

- Personal identification details (name, date of birth, contact information).
- Health and medical information.
- Individualized support plans.
- Records of communication and interactions.
- Any other information necessary for providing disability support.

Purpose of Information Collection

We collect and use personal and sensitive information for the following purposes:

- To provide quality disability support services tailored to the unique needs of each individual.
- To ensure the health, safety, and well-being of individuals in our care.
- To comply with legal and regulatory requirements.
- To communicate with individuals, their families, or legal representatives.
- To improve and evaluate our services.

Consent

We obtain informed consent from individuals or their legal representatives before collecting, using, or disclosing their personal or sensitive information, except where required or permitted by law without consent.

Information Security

We maintain stringent security measures to protect personal and sensitive information from unauthorized access, disclosure, alteration, or destruction. Access to this information is restricted to authorized personnel only.

Sharing Information

We may share personal and sensitive information with:

- Healthcare professionals and service providers involved in the individual's care.
- Government agencies or authorities as required by law.
- Legal representatives, guardians, or family members with proper authorization.
- Third-party agencies or contractors involved in providing support services (only with consent).

Access and Correction

Individuals have the right to access their personal information and request corrections. Requests should be made in writing to our designated privacy officer.

Retention

We retain personal and sensitive information for as long as necessary to fulfill the purposes for which it was collected, or as required by law.

Complaints

Individuals who believe their privacy rights have been violated may file a complaint with our designated privacy officer or the relevant regulatory authority.

Updates to the Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. Any updates will be posted on our website and communicated to affected individuals as required.

Contact Information

For questions, concerns, or requests related to privacy matters, please contact our designated privacy officer at:

Jazmine Billiards

jazmine@pathwaytopotential.com.au

0473 061 200

Acknowledgment

By continuing to receive disability support services from Pathway To Potential, individuals and their legal representatives acknowledge their understanding and acceptance of this Privacy Policy.

Date of Policy: 08/09/2023

Signed:

Jazmine Billiards
Director

A handwritten signature in black ink, appearing to read "J. Billiards", written in a cursive, flowing style.