



# HEARTFELT PERSONALISED SUPPORT

## HEARTFELT PERSONALISED SUPPORT (HPS) CUSTOMER PRIVACY STATEMENT

### Privacy is Important...

Heartfelt Personalised Support (HPS) is committed to providing high-quality support and services that respect the dignity and privacy of each participant. We ensure that consistent processes are in place to protect personal privacy in compliance with the Privacy Act 1988, the NDIS Quality and Safeguarding Framework, and the Australian Privacy Principles.

This statement is your assurance that we never take your privacy for granted and always take the utmost care in protecting your personal information.

### Why do we collect personal information?

HPS collects and holds information that is reasonably necessary for our services and operations. We collect personal information so that we can:

- Manage intake, assessment, and referral processes
- Conduct support planning and service delivery
- Perform internal/external audits and handle complaints

- Meet legal obligations under the National Disability Insurance Scheme Act 2013

### What personal information do we collect?

We collect information including:

- Personal Details: Name, address, contact details, date of birth, and NDIS identifiers
- Sensitive Information: Health records, medical history, disability details, and cultural background

- **Staff Information:** Training, conduct, salary, and emergency contact details for employees

Information is collected via paper forms, electronic communications, face-to-face meetings, and our website.

### **How we handle your information**

All staff are responsible for protecting personal information. We take reasonable measures to prevent misuse, loss, or unauthorized access:

- **Physical Security:** Hard copy files are stored in locked cabinets.
- **Digital Security:** Electronic files are password-protected and restricted to authorized personnel
- **Retention:** Information is destroyed or de-identified when no longer required by law.

### **Data Breach Management**

HPS takes data security seriously. In the event of a suspected data breach, our Data Breach Response Team will conduct an assessment. Under the Notifiable Data Breaches (NDB) scheme, we will notify affected individuals and the OAIC if a breach is likely to result in serious harm.

### **Contact us**

For more information about our privacy practices including accessing or correcting your personal information, making a complaint, or giving us your preferences you can:

- **Visit Web:**  
[www.hpersonalisedsupport.org](http://www.hpersonalisedsupport.org)
- **Speak to us directly by Phone:** +61 489 164 426
- **Email us at**  
[info@hpersonalisedsupport.org](mailto:info@hpersonalisedsupport.org).