

Privacy Policy

Together Growing Strong Pty Ltd is committed to providing quality services to you. This policy explains how we manage your personal information in line with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), which set the rules for how we handle, use, and protect your information.

A copy of the Australian Privacy Principles is available at: <https://www.oaic.gov.au/>

What is Personal Information and why do we collect it?

Personal information is information or an opinion that identifies you. Examples include your name, address, email address, and phone number.

We collect personal information in many ways, including:

- Interviews and correspondence
- By telephone or email
- Through our website: www.togethergrowingstrong.com.au
- Through our booking system: together-growing-strong.splose.com
- From third parties (with your consent or as required by law)

We collect your personal information for the primary purpose of providing services to you, keeping you informed, and marketing. We may also use it for related purposes you would reasonably expect. You may unsubscribe from our mailing or marketing lists at any time by contacting us in writing.

When collecting personal information, we will explain (where appropriate) why we are collecting it and how it will be used.

Sensitive Information

Sensitive information includes details about your racial or ethnic origin, political opinions, religious beliefs, trade union membership, criminal record, or health information.

We will only use sensitive information:

- For the primary purpose it was collected
- For a directly related secondary purpose
- With your consent, or where required by law

Third Parties

Where possible, we collect your personal information directly from you. In some cases, we may receive information from third parties. If this happens, we will take reasonable steps to ensure you are aware of it.

Disclosure of Personal Information

We only share your personal information:

- With third parties you have consented to (for example, teachers, health professionals involved in your care, or NDIS auditors)
- Where required by law

Security of Personal Information

We store personal information in a manner that reasonably protects it from misuse, loss, and unauthorised access, modification, or disclosure.

When personal information is no longer needed for the purpose it was collected, we will take reasonable steps to destroy it or de-identify it. Most personal information is stored in client files. For adult clients, these files are kept for a minimum of 7 years from the date of the last entry. For children and young people, records are kept until the client turns 25 years old (which is 7 years after they reach the age of 18), in line with Australian legal requirements.

Access to your Personal Information

You may request access to the personal information we hold about you and request corrections, subject to certain exceptions. Please contact us in writing.

We will not charge you for making a request, but we may charge an administrative fee for providing copies. We may require proof of identity before releasing information.

Maintaining the Quality of your Personal Information

We take reasonable steps to ensure your personal information is accurate, complete, and up to date. Please let us know promptly if your details change.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

17 George Ave, Hackham, SA 5163

tammy@togethergrowingstrong.com.au

0466-635-690

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):

- Website: www.oaic.gov.au

- Phone: 1300 363 992