

Freedom Oz Care's Privacy Policy

Freedom Oz Care Pty Ltd is committed to safeguarding the privacy of information.

Freedom Oz Care Pty Ltd will only collect, use and disclose your information (*including personal and health information*) in line with relevant laws, including the

[Privacy and Data Protection Act 2014 \(Vic\)](#), and the [Health Records Act 2001\(Vic\)](#).

To do our job, Freedom Oz Care Pty Ltd needs relevant information about clients and other people.

When working with a client, we will explain why we need information and what it will be used for and we will request your consent.

We will only share a clients personal information if they have given us consent to or if we are required or authorised to disclose your information by law. You can take away your consent at any time. You can let us know by mail, email, in person or over the phone that you no longer consent to us sharing information on your behalf.

Where a client has agreed to be referred from Freedom Oz Care Pty Ltd to another service provider, Freedom Oz Care Pty Ltd will share relevant information to help that service do its job.

Freedom Oz Care Pty Ltd stores information securely and takes all reasonable steps to safeguard information from loss, misuse, unauthorised access, modifications or disclosures.

Wherever appropriate, safe and reasonable to do so, we will seek a client's views on how and when their information is used. You may ask us to deal with your information in a particular way, and we will do what we can to meet your request.

There are times when Freedom Oz Care Pty Ltd will be legally required to use your information in a particular way, for example, where there is a serious risk to a person's safety.

You have the right to request access to your information that is held by Freedom Oz Care Pty Ltd. We can usually provide this, unless it would affect someone else's privacy or safety.

If you identify information that is incorrect, you may request for it to be corrected.

If you have any privacy queries or complaints, contact Freedom Oz Care Pty Ltd and ask for the Manager or email contact@freedomozcare.com.au

If you are not satisfied with Freedom Oz Care Pty Ltd's response to your privacy query or complaint, you may also contact:

- the Office of the Victorian Information Commissioner in relation to personal or sensitive information (PO Box 24274 Melbourne VIC 3001 or by email to privacy@cpdp.vic.gov.au); and/or
- the [Health Complaints Commissioner](#) in relation to health information; and/or
- Complaints to the NDIA can be lodged by phone on 1800 800 110 or by email to feedback@ndis.gov.au
- A complaint can be made to the NDIS Commission by Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged or [National Relay Service](#) and ask for 1800 035 544 or by Completing a [complaint contact form](#).