

Introduction

Hope Bridge Lifecare respects and upholds your right to privacy and confidentiality, in line with the Australian Privacy Principles under the *Privacy Act 1988* and the NDIS Quality and Safeguards Framework. This policy outlines how we collect, use, disclose, and protect your personal information.

Collection of Personal Information

We collect personal information necessary to provide and manage our services. This may include, but is not limited to, your name, contact details, medical and health-related information, and any other relevant data you provide. Information may be collected through forms, emails, phone calls, in-person conversations, or via our website.

Use of Personal Information

The information we collect is used to:

- Deliver and manage supports and service
- Communicate with you or your representatives
- Ensure the safety and wellbeing of participants
- Meet our legal and compliance obligations
- Improve service quality

Disclosure of Personal Information

We may share your personal information with:

- Employees and authorised contractors of Hope Bridge Lifecare
- External service providers engaged to assist us with service delivery or operations
- Regulatory authorities, where required by law

- We will not disclose your information without your consent unless permitted or required by legislation.

Data Security

Hope Bridge Lifecare takes reasonable and proactive steps to safeguard personal and sensitive information. This includes physical, digital, and procedural protections to prevent misuse, interference, unauthorised access, modification, or disclosure.

Access and Correction

You have the right to access and request correction of your personal information held by Hope Bridge Lifecare. Please contact us at hopebridgelifecare@gmail.com if you wish to update or verify your details.

Request for Data Deletion

Hope Bridge Lifecare recognises your right to request deletion of your personal information. Requests should be submitted in writing and must specify the data to be deleted. If permissible under relevant laws and service obligations, the data will be securely deleted.

Changes to this Privacy Policy

We may update this policy to reflect changes in legislation or organisational practices. Any updated versions will be made available through our website or on request.

Contact Us

If you have any questions or concerns about this privacy policy or the way we handle your information, please contact at:

Hope Bridge Lifecare Pty Ltd

14 Gordon Ford Way, Taylor ACT 2913

Phone: 0416 185 114

Email: hopebridgelifecare@gmail.com