

Privacy policy

ACT for Autism Australia Pty Ltd · ABN 17 651 219 608

ACT for Autism Australia Pty Ltd (ABN 17 651 219 608) is bound by the Australian Privacy Principles in the *Privacy Act 1988* (Cth). As a provider of health and disability services we are covered by that Act regardless of our turnover — the small business exemption does not apply to us.

As an NDIS provider we are also bound by the NDIS Code of Conduct, which requires us to respect the privacy of people with disability. This policy sets out what that means in practice.

What we collect

We only collect what we need. In practice it falls into four groups.

- **Free resources.** Your full name, your email address, which resource you asked for, and whether you agreed to receive marketing emails.
- **Referrals and enquiries.** The details you give us about the participant, the family, funding arrangements and support needs.
- **Service delivery.** If you become a client, the records we need to deliver and bill for supports safely, including progress notes and documents you give us.
- **Website use.** Standard technical information such as IP address, browser type and pages requested, recorded by our hosting provider for security and performance. We use no advertising or tracking cookies, and the site carries no advertising.

Sensitive information

Information about disability and health is sensitive information under the Privacy Act. We collect it only with consent, and only where we need it to deliver a support safely or to meet a legal obligation.

Please do not send diagnoses, medical details or anything sensitive through the free resources form or a general website enquiry. Those channels ask for a name and an email address and nothing else. If we need more, we will ask for it through a secure channel.

Why we collect it

- To send you the free resources you asked for.

- To send occasional marketing emails, **only** where you have ticked the box agreeing to that. Ticking it is optional and you still get the downloads either way. Every email carries an unsubscribe link that takes effect immediately.
- To respond to enquiries and assess referrals.
- To deliver, coordinate and bill for supports, and to meet our obligations as an NDIS provider.
- To improve our services and this website.

We do not sell your personal information, and we do not share it with anyone for their own marketing.

Who else handles your information

We use a small number of service providers who process information on our behalf, under contract. This list is current as at the date on this document.

Provider	What it handles
ShiftCare	Our client management system — referral and client records, rosters, progress notes.
Cloudflare	Hosts this website and the database that stores free-resource sign-ups.
Resend	Sends the notification email when someone requests a free resource.
Google Workspace	Our email and document storage.
Xero	Invoicing and accounts.

Some of these providers store or process data on servers outside Australia, including in the United States. By giving us your information you consent to that transfer. We take reasonable steps to use providers with appropriate security practices, but we cannot control overseas laws that may apply to them.

Our free-resource database is hosted in Australia. Other systems vary — ask us and we will tell you where a particular system stores its data.

We will also disclose information where the law requires it, or where there is a serious and imminent threat to someone's life, health or safety.

How long we keep it

Free-resource sign-ups are kept until you ask us to delete them, or until you unsubscribe and ask for removal. Client records are kept for as long as the law requires — for records about a child, generally until well after they turn 25. We do not keep records longer than we need to.

Getting at your information, and correcting it

You can ask us what we hold about you, ask for a copy, and ask us to correct anything that is wrong. Email **admin@actforautism.com.au** and we will respond within 30 days. There is no charge for asking, though we may charge a reasonable cost for a large copying job.

You can ask us to delete your marketing details at any time and we will do it. Some client and financial records we are legally required to keep, and we will say so plainly if that applies.

Security and data breaches

We keep personal information on access-controlled systems and limit who in our team can see what. No system is perfectly secure, and we will not pretend otherwise. If a data breach happens that is likely to cause you serious harm, we will notify you and the Office of the Australian Information Commissioner, as the Notifiable Data Breaches scheme requires.

If you are not happy with how we handled your information

Tell us first. Email **admin@actforautism.com.au** with the word Privacy in the subject line. We will acknowledge within five business days and give you a written response within 30 days.

If you are not satisfied with our response, you can complain to the **Office of the Australian Information Commissioner** at oaic.gov.au or on 1300 363 992. If your concern relates to an NDIS support, you can also contact the **NDIS Quality and Safeguards Commission** at ndiscommission.gov.au or on 1800 035 544.

Asking us about a specific system

If you want to know exactly which database or software system holds a particular piece of information about you, where it is hosted, or who can see it, email **admin@actforautism.com.au** and ask. We will tell you.

This policy is reviewed at least annually. The current version is always the one published at actforautism.com.au/privacy/.