

Privacy Statement

Overview

About us

ATJ Solutions (**we, us, our**) is a purpose-driven business, providing guidance and assistance for people in need of care (**Clients**). We provide services and supports, which empower our Clients to be the very best they can be, whilst maintaining their independence, and ensuring they enjoy a happy and fulfilled life. Our vision is for our Clients to have access to high quality services. Our mission is to set new standards in disability care and we do this by working in collaboration with service providers, peak bodies, and stakeholders.

Purpose

We act with transparency and integrity in everything we do. These foundations are underpinned by this **Privacy Statement** accordingly. This statement explains **how and why we collect, use, store, and disclose your personal information**. "Personal information" is **information we hold which is identifiable as being about you**. Some examples are included under the "What we collect and why" section of this document.

Scope

We are bound by the *Privacy Act 1988* (Cth), including the Australian Privacy Principles (**APPs**), and various other State and Territory privacy laws from time to time (**Privacy Laws**). We require everyone that is **engaged by us to comply** with the Privacy Laws (as applicable) and this Privacy Statement too. This includes any employees, contract workers, students, volunteers, and anyone else who will be involved in delivering services to our Clients, whether directly or indirectly (**Our People**). Our People are also required to comply with our [Privacy and Confidentiality Policy](#).

Your consent

We recognise the importance of protecting the personal information of individuals. Clients' right to privacy and confidentiality is **recognised, respected, and protected** in all aspects of their contact with us. All clients have **the right to decide who has access to their personal information**.

By disclosing your personal information to us, yourself or by your authorised representative and whether through our website or services or otherwise **you are expressly consenting** to us **collecting, using, holding, and disclosing** your Personal Information (and/or our client's Personal Information) in accordance with this Privacy Statement, and otherwise in accordance with the Privacy Laws.

Issue date	16 th February 2023	Policy	Privacy Statement
Review date	Within 1 year of the issue date.	Policy Owner	Jodie Attard, Director.
Status	APPROVED and in force from the issue date.	Policy Approver	Jodie Attard, Director.

You are under no obligation to provide us with your personal information. However, if you choose not to, we may not be able to provide you with our services, communicate with you, or respond to your enquiries.

Updates

We recently updated this Privacy Statement. The **updated version will automatically come into effect on the issue date**. If you continue to use our services from that date onwards, this updated Privacy Statement will apply. **If we make any further changes to this Privacy Statement, we will notify you** of such changes as well as the date such changes will take effect.

What we collect and why

We are collecting information from you from the first moment our paths cross. The **type of personal information we collect** about you **depends on the services** you engage us to provide.

Reasonably necessary data

Broadly speaking, we will only request and retain personal information that is necessary to:

- + assess your eligibility for the supports;
- + provide safe and responsive support;
- + monitor and assess the supports provided;
- + access your property when necessary;
- + tailor our services appropriately;
- + help you liaise with your supports providers and/or payment for services; and
- + fulfil contractual and other requirements to provide non-identifying data and statistical information to government agencies.

Some examples

Here's a non-exhaustive list of the information we typically collect about our Clients, and why:

WHAT (Type of personal information we collect)	WHY (Why we collect it)
Identity and profile info eg name(s), DOB, gender, personal interests and preferences, language preferences, racial or ethnic origin, support requirements, government issued documents, etc.	<ul style="list-style-type: none">+ To register you as a new client, verify your identity, and maintain our records+ To enable us to provide you with appropriate services
Contact and security info eg home address, email address, phone number, family and informal supports, living	<ul style="list-style-type: none">+ To contact you when necessary or access your property when necessary

arrangements, passwords, keys, codes, etc.

- + To enable you to connect with others (eg support workers, support coordinators)
- + To streamline and improve your experience with us and send you updates and notifications
- + To contact you about new services (with your consent)

Health info

eg disability or impairment, NDIS plan, medication, support requirements, dietary preferences, vaccination status, etc.

- + To assess the supports you need and tailor our services appropriately, including to help you get the supports you need
- + To respond in an emergency and we can help you access the appropriate services, fulfill part of the connection process with support workers or to assess a potential client's eligibility for a service so we can provide a safe and responsive service, monitor the services provided and, if necessary, to fulfil contractual requirements to provide non identifying data and statistical information to a funding body.

Technical information

eg IP address, login information, passwords, geolocation information, information about devices you use to access our website.

- + So we can help you access services and products on the internet and our website.

Financial info

(eg NDIS funding, NDIS plan, NDIS portal information, agreed fees/rates, payment information, etc)

- + To help you organise payment for services, organise services from NDIS etc (if applicable)
- + To process invoices and manage your account

Sensitive information

There is a special subset of personal information referred to as "sensitive information", which includes information relating to an individual's **racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual orientation or criminal record**, that is also personal information, and **health information** about an individual.

Your sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Direct marketing

We will use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to. These products and services may be offered by us, our related companies, our other business partners or our service providers. Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.

How we collect your info

From you

We will collect your personal information directly from you whenever you, or your authorised representative, interact with us such as in person, post, email, website, phone calls, forms, meetings or otherwise. You have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

From third parties

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by those authorised to act on your behalf (eg nominees) or third parties (such as other disability service providers, support coordinators, the NDIA, and support workers). In such cases we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Unsolicited information

Where we are given information which we have not asked for we will only hold, use, and disclose that information if we could have done so had we collected it in the way described above. If we could not have collected it by those means above, then we will destroy, permanently delete or de-identify the information as appropriate.

How we hold and protect your info

Information security

We have processes and security measures in place to protect your personal information from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records, passworded access rights to computerised records, access management technologies, training about information security, and monitoring and regularly reviewing our information security practices in accordance with our Records and Information Management Policy and Procedures. Further, our People are required to respect the confidentiality of personal information and the privacy of individuals in accordance with our [Privacy and Confidentiality Policy](#).

Cookies

We use cookies on our website. A cookie is a small text file that the website may place on your device to store information. We may use persistent cookies (which remain on your computer even after you close your browser) to store information that may speed up your use of our website for any of your future visits to the website. We may also use session cookies (which no longer remain after you end your browsing session) to help manage the display and presentation of information on the website. You may refuse to use cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of the website.

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use [insert eg web beacons, Flash local stored objects and JavaScript]. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner.

Deidentification

We will also take reasonable steps to destroy or de-identify personal information once we no longer require it for the purposes for which it was collected or for any secondary purpose permitted under the Privacy Laws.

Who we may disclose your info to

Authorised disclosures

We may disclose your personal information to others where:

- + we are required or authorised by law to do so;
- + you have expressly consented to the disclosure or the consent may be reasonably inferred from the circumstances (eg support coordinators, other service providers, the NDIA, etc);
- + the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner; or
- + we are otherwise permitted to disclose the information under the Privacy Laws.

Overseas

We operate only within Australia and will not provide your information to parties in any other country. We do from time to time, however, use web-based programs for particular activities, which may be hosted offshore, such as email broadcast and document storage. Those third parties may be located overseas (ie the United States and Ireland. By providing personal information to us, you consent to the transfer of that Personal Information to entities located outside Australia, where disclosed.

Your rights

Access and correction

You may **access or request correction** of the personal information that we hold about you by contacting us. There are some circumstances in which we are not required by the Privacy Laws to give you access to your personal information.

There is **no charge for requesting access** to or correction of your personal information, but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

We will respond to your requests to access or correct personal information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate, and up to date.

Maintaining the accuracy

It is important to us that your personal information is up to date, and we will take all reasonable steps to make sure that your personal information is accurate and complete. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

When and how to contact us

Feedback or complaints

ATJ Solutions

If you have any **queries or complaints** about this Privacy Statement or about the way we have handled your Personal Information, please click [here](#) to see the most up-to-date information on how you can contact us, which as at the issue date of this policy is:

Attention: Jodie Attard
03 9042 4766
0451 033 467
jodie.attard@atjsolutions.com.au
P.O. Box 19 Avondale Heights VIC 3034

All feedback and complaints regarding privacy will be dealt with in accordance with either our [Feedback Form](#) or [Complaint Form](#) (depending on the issue). If you have contacted us with a complaint, we will consider it and determine whether it requires further investigation.

Regulators

You can contact the Office of the Australian Information Commissioner (**Privacy Commissioner**) if you are **not satisfied with our resolution of your complaint**:

Office of the Australian Information Commissioner
GPO Box 2999, Canberra, ACT 2601
1300 363 992

<https://www.oaic.gov.au/privacy/privacy-complaints>

You can also contact your State or Territory Privacy Commissioner if your complaint relates to your **health information**.

Organisational context

Training

Training may be required from time to time for this policy.

Policies and procedures context

You should consider this policy in the context of some of our other policies, processes, and documents:

1. Our agreement with you (eg Services Agreement);
2. Privacy (and Confidentiality) Policy;
3. Client Charter;
4. Client Rights and Responsibilities Policy;
5. Protecting Clients from Harm Policy;
6. Incident Management Policy and Procedure;
7. Complaint Form;
8. Feedback Form;
9. Client Handbook;
10. Gift Policy

10. Regulatory context

You should consider these policies in the context of the following sector specific legislation, guidelines, and rules:

1. Charter of Human Rights and Responsibilities Act 2006 (Vic);
2. Corporations Act 2001;
3. Disability Act 2006 (Vic);
4. Health Records Act 2001 (Vic);
5. Information Privacy Act 2000 (Vic);
6. NDIS Act 2013;
7. NDIS Code of Conduct;
8. NDIS Code of Conduct Rules 2018;
9. NDIS Complaint Handling Guidelines;
10. NDIS Complaints Management and Resolution Rules 2018;
11. Privacy Act 1988 (Cth);
12. Privacy and Data Protection Act 2014 (Vic);
13. Privacy and Personal Information Protection Act 1998 (NSW); and
14. United Nations Convention on the Rights of Persons with Disabilities.