

BissyCare Privacy Policy

1. Purpose

BissyCare and Support Services Pty Ltd (BissyCare, we, us or our) respects your privacy and is committed to protecting the personal information we collect and hold.

This Privacy Policy explains, in simple terms, how we collect, use, store and protect personal information and how you can contact us about your privacy.

2. What information do we collect?

Depending on your relationship with BissyCare, we may collect information such as your:

- name and contact details;
- date of birth and identification details;
- information about your support needs, circumstances and preferences;
- health and disability information;
- information about your family, carer, advocate or representative;
- information relating to your supports, service agreements and support plans;
- information about incidents, complaints and feedback; and
- other information reasonably necessary to provide our services or meet our legal and regulatory obligations.

Some information we collect may be sensitive or health information. We take additional care in handling this information.

3. How do we collect information?

Where reasonably practicable, we collect information directly from you or your authorised representative.

We may also receive information from people or organisations involved in providing or coordinating your supports, such as healthcare professionals, other service providers, government or regulatory bodies, or referral organisations, where permitted or required.

We may also collect information when you contact us, make an enquiry, submit feedback or a complaint, or use our website or other online services.

4. Why do we collect your information?

We collect and use information where it is reasonably necessary to:

- provide safe, effective and person-centred services;



- understand your needs and preferences;
- develop and review your support arrangements;
- communicate with you and your authorised representatives;
- coordinate services with other providers;
- manage incidents, complaints and safeguarding matters;
- meet our legal, regulatory, contractual and funding obligations;
- maintain appropriate records; and
- improve the quality and safety of our services.

5. How do we use and share your information?

We only use or disclose your information for purposes connected with the reason it was collected, where you have authorised us to do so, or where we are otherwise permitted or required by law.

Depending on the circumstances, information may be shared with:

- your authorised representative;
- healthcare professionals and other providers involved in your supports;
- emergency services where necessary;
- government or regulatory authorities where required or authorised; and
- other organisations where disclosure is authorised or required by law.

We do not use or disclose your personal information for unauthorised purposes.

6. How do we protect your information?

BissyCare takes reasonable steps to protect personal information from unauthorised access, use, loss, misuse, alteration or disclosure.

We use appropriate administrative, physical and electronic safeguards and limit access to information to people who are authorised and need the information for legitimate purposes.

7. Can I remain anonymous?

Where it is lawful and practicable, you may contact us without identifying yourself or by using a pseudonym.

However, there may be circumstances where we need to know who you are to provide a service, verify your identity, respond to a request or meet a legal obligation.

You may also make feedback or complaints anonymously. We will consider anonymous feedback, but if you do not provide contact details, we may not be able to contact you for further information or provide you with an outcome.

Australian Privacy Principle 2 generally provides individuals with an option not to identify themselves or to use a pseudonym, subject to specified exceptions.



8. Accessing or correcting your information

You can ask BissyCare for access to personal information we hold about you.

You can also ask us to correct information if you believe it is inaccurate, incomplete or out of date.

We may need to verify your identity before providing access to personal information.

In some circumstances, access may be limited or refused where permitted or required by law.

9. Privacy concerns or complaints

If you have a concern about how BissyCare has handled your personal information, please contact us so we can review and respond to your concern.

You can contact us:

Email: admin@bissycare.com.au

Phone: 1300 157 205

(08) 8281 0401

08 7089 9001

Post: 27 The Grove Way Salisbury Heights SA 5109

Online: <https://bissycare.com.au/contact-us/>

You may make a complaint anonymously where appropriate.

We will handle privacy complaints respectfully and in accordance with our complaints process and applicable privacy requirements.

If you are not satisfied with how we have handled your privacy complaint, you may also contact the **Office of the Australian Information Commissioner (OAIC)**.

10. Privacy and data breaches

If BissyCare becomes aware of a privacy or data breach, we will assess and manage the matter, take reasonable steps to contain and minimise any potential harm, and comply with applicable notification requirements.

11. Website and cookies

When you use our website, we may collect limited technical information about your visit, such as information about your device, browser and how you use our website.



We may use cookies or similar technologies to operate, maintain, secure and improve our website and online services.

You can adjust your browser settings to manage or disable cookies. Some website functions may not work as intended if cookies are disabled.

Where we collect personal information through our website, we will handle it in accordance with this Privacy Policy.

12. Overseas disclosure

BissyCare does not currently anticipate disclosing personal information to overseas recipients in the ordinary course of providing our services.

If our information-handling practices change and personal information is likely to be disclosed to an overseas recipient, we will update this Privacy Policy as required.

13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, information-handling practices, technology, legislation or regulatory requirements.

14. Contact us

If you have any questions about privacy or how BissyCare handles your personal information, please contact:

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