

Privacy Policy – Easelife Pty Ltd

At **Easelife Pty Ltd** we are committed to protecting your privacy and handling your personal information in a responsible, secure, and transparent manner. This policy outlines how we collect, use, disclose, and store your information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

By using our services or visiting our website at www.easelife.com.au, you agree to the terms of this Privacy Policy.

1. Who We Are

Easelife Pty Ltd is a registered NDIS provider, offering a range of disability support services to participants across Australia. We handle sensitive personal and health information and ensure that our practices are consistent with legal and ethical obligations.

2. What Personal Information We Collect

The types of personal information we collect may include:

- **General Personal Information:** Name, address, phone number, email, date of birth, gender, emergency contact details.
- **Health Information:** Medical history, diagnoses, treatment and care plans, disability-related needs, Medicare number, NDIS participant number, and support requirements.
- **NDIS and Funding Information:** NDIS plan details, funding categories, support budgets, invoices, and payment information.
- **Employment/Contractor Information:** If you apply for a role or work with us, we may collect qualifications, police checks, Working with Children Checks, tax file numbers (TFN), and bank details.
- **Website and Usage Information:** IP address, device type, pages visited, cookies, and browsing behaviour (via analytics tools).

We only collect information necessary for the delivery of services, compliance with our obligations, or as required by law.

3. How We Collect Personal Information

We collect personal information in a number of ways, including:

- Directly from you (e.g., through forms, phone calls, meetings, emails, online submissions).
 - From your family members, carers, advocates, or legal representatives.
 - From NDIS Plan Managers, Support Coordinators, and other service providers.
 - From third parties with your consent (e.g., government agencies, medical professionals).
 - Automatically through our website or digital tools (e.g., cookies and analytics).
-

4. Why We Collect and Use Your Information

We collect and use your information for purposes such as:

- Delivering NDIS support services tailored to your needs.
 - Communicating with you, your representatives, or your support network.
 - Managing payments, billing, and funding arrangements.
 - Ensuring compliance with NDIS Quality and Safeguards Commission requirements.
 - Meeting legal and regulatory obligations.
 - Recruiting and managing staff or contractors.
 - Improving our website, services, and customer experience.
-

5. Disclosure of Personal Information

We may disclose your personal information to:

- Support workers, healthcare providers, and allied health professionals involved in your care.
- NDIS and related government agencies.
- Your family members, legal guardians, or authorised representatives.
- External service providers (e.g., IT support, cloud hosting, analytics) under strict confidentiality agreements.
- Legal advisors, auditors, insurers, or regulatory bodies, where required by law.

We do not sell, rent, or trade your personal information to any third parties.

6. Storage and Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These measures include:

- Secure cloud storage with Australian-based servers or providers who comply with Australian privacy standards.
- Encryption of sensitive data.
- Role-based access controls for internal staff and systems.
- Staff training on privacy and data security practices.
- Regular review of our information security protocols.

7. Access and Correction

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate, incomplete, or out of date. To do so, please contact us using the details below.

We may need to verify your identity before releasing or correcting information.

8. Website Cookies and Analytics

Our website uses cookies and third-party tools (such as Google Analytics) to:

- Understand how visitors use our site.
- Improve site functionality and performance.
- Deliver a personalised experience.

You can opt-out by disabling cookies in your browser settings, though this may affect your experience on our site.

9. Overseas Disclosure

In rare circumstances, we may use services (such as cloud platforms) that store data overseas. If we do so, we ensure that appropriate safeguards are in place and that the overseas provider adheres to privacy standards comparable to those in Australia.

10. Data Retention

We retain personal information for as long as required for service delivery, legal compliance, or as otherwise required under NDIS and Australian law. Once no longer required, your data is securely destroyed or de-identified.

11. Privacy Complaints

If you have concerns or complaints about how we have handled your personal information, you can contact us directly. We take privacy complaints seriously and will respond promptly.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at:

Website: <https://www.oaic.gov.au>

Phone: 1300 363 992

12. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in law or our business practices. The latest version will always be available on our website, and we encourage you to review it regularly.

13. Contact Us

If you have any questions, requests, or complaints regarding this Privacy Policy or your personal information, please contact:

Easelife Pty Ltd

Email: Info@easelife.com.au

Phone: (02) 7238 9993

Website: www.easelife.com.au