

YOUR PRIVACY CONSENT

Our Commitment to You About Your Personal Information and Consent

We understand that privacy is important to you and so it is important to us.

This information explains how Emily's Hope handles your personal and sensitive information, including how it is collected, used, stored and shared.

When you first connect with Emily's Hope, we will explain what information we need and why. Where consent is required, you will be asked to provide consent for Emily's Hope to collect, use and share relevant information with service providers, health professionals, caregivers or other people you identify, where this will help us provide your supports and services. This may include photographs, recordings or other audio/visual information where relevant and agreed.

Emily's Hope is required to participate in NDIS audits. Information about audit participation, including any consent or opt-out arrangements required by the Approved Quality Auditor, will be provided separately. Your choice about participating in an audit will not affect the supports or services you receive from Emily's Hope.

Where you give us permission to obtain information from another person or organisation, we will only seek information that is relevant to providing your supports and services. You may change or withdraw your consent at any time, although this may affect our ability to provide a particular support where the information is necessary for that support.

We will only use or disclose your information for the purpose for which it was collected, for a related purpose you would reasonably expect, with your consent, or where the use or disclosure is required or authorised by law. Access to your information is limited to authorised Emily's Hope Team Members who require it for their role. Information may also be disclosed without consent where legally required or authorised, including for safeguarding, reportable incidents, child safety, Police or other regulatory requirements.

When your services with Emily's Hope end, your information will be securely retained and disposed of in accordance with applicable legal, regulatory and organisational record-retention requirements. You may request access to, or correction of, your personal information by contacting Emily's Hope.

If you have questions about how your personal information is handled, wish to change or withdraw consent, or want to request access to or correction of your information, please contact Emily's Hope at enquiries@emilyshope.com.au.