



Privacy

Highfields Disability Service Pty Ltd ABN: 74 644 288 764

- Highfields Disability Service (H.D.S) is committed to providing quality services and respecting your rights. Your right to privacy and confidentiality will be recognized, respected, and protected in all aspects of your contact with us. This statement outlines our ongoing obligations to you in respect to how we manage your Personal information.
- Highfields Disability Service (H.D.S) complies with the Privacy Act 1988 (Cth) requirements and Privacy Principles legislation based in QLD. This Information is contained in Highfields Disability Service (H.D.S) Privacy and Confidentiality Policy and Procedure, 2018.

What is Personal Information, and why do we collect it?

- Personal Information is Information or an opinion that identifies an individual. Personal Information includes Health Information, which is Information about an individual's physical or mental health or disability.

Examples of Personal Information we collect includes, this is to name a few:

- ✚ your contact information which includes, names, addresses, email addresses, and phone numbers
- ✚ information about your disability and support needs
- ✚ your gender, date of birth, and marital status
- ✚ health and medical Information

- ✚ Government agencies or other organizations use your Medicare number and other identifiers to identify you.

Highfields Disability Service (H.D.S) collects your Personal Information in many ways, including via meetings, correspondence, telephone, email, via our website, from other publicly available sources and third parties. We will only request and retain Personal Information that is necessary to:

- Assess your eligibility for support
- Provide safe and responsive support
- Monitor the supports provided
- Fulfill contractual and other requirements to provide data and statistical Information (non-identifying or identifying) to government agencies
- Manage administrative requirements
- Connect you with third parties and our collaborators depending on the level of support that you require.

When we collect Personal Information, we will explain why we are collecting the Information and how we plan to use it.

How do we share your Personal Information?

Your Personal Information will only be disclosed:

- To prevent or lessen a serious and imminent threat to the life or health of you or another person
- To outside agencies with your or your representative's permission
- With written consent from you or a person with lawful authority
- When required by law or to fulfill legislative obligations such as mandatory reporting.

How can you access your Personal Information?

- You may access the personal or health Information we hold about you to update or correct it (subject to certain exceptions).
- If you wish to access your personal or health Information, please speak to a staff member or contact through Highfields Disability Service (H.D.S) Forms at www.highfieldsdisabilityservice.com

You have the right to:

- Request access to the personal Information we hold about you
- Make corrections if you consider the Information is not accurate, complete, or up to date.

We aim to address all requests to access or correct Information within ten working days. We will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Information.

How to update your Personal Information?

- It is important to us that your Information is up to date. 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 to update our records and ensure we can continue to provide quality services to you.

Complaints about Privacy

- If you have any queries or complaints about this Privacy Statement or how Highfields Disability Service (H.D.S), manages privacy matters, please get in touch with our Privacy Officer on:
- by email to: director@highfieldsdisabilityservice.com

In writing to Highfields Disability Service (H.D.S), **Head Office: Toowoomba Queensland**

Alternatively, you can speak directly to the Privacy Officer, who will record your inquiry or complaint and ensure it is followed.

All feedback and complaints regarding privacy will be dealt with following our Feedback and Complaints Management Policy and Procedure.

While we would always prefer to resolve your complaint directly, you can also make a complaint to any of the following outside agencies.

Agency	Contact Information
Office of the Australian Information Commissioner	Telephone: N/A Address: Head Office: in Toowoomba QLD 4352 Phone: N/A Website: www.highfieldsdisabilityservice.com

QLD	
Office of the Information Commissioner QLD	Telephone: N/A Address: Head Office: Toowoomba QLD Website: www.highfieldsdisabilityservice.com

Cookie Policy

- Highfields Disability Service ("us," "we," or "our") uses cookies, tracking pixels, and related technologies on www.highfieldsdisabilityservice.com (the "Service"). By using the Service, you consent to using these cookies, tracking pixels, and related technologies.

- Our Cookies Policy explains what cookies are, how we use cookies, how third-parties we may partner with may use cookies on the Service, your choices regarding cookies, and further Information about cookies.

What are cookies?

- Cookies are small pieces of text sent by your web browser by a website you visit. A cookie file is stored in your web browser and allows the Service or a third-party to recognize you and make your next visit easier and the Service more useful.
- Cookies can be “persistent” or “session” cookies.

How CareChoice Pty Ltd uses cookies

When you use and access the Service, we may place many cookies files in your web browser.

We may use cookies, pixels, and related technologies for the following purposes:

- To enable certain functions of the Service.
- To provide analytics and track how you use the site, including gathering data via Google Analytics. These Includes the gathering of data for Google Analytics Demographics and Interest Reporting.
- To store your preferences.
- To enable advertisements delivery, including Google, Facebook, Instagram, and any of their partnering networks (including the Google Display Network). These include ads using Google remarketing, search, display or video ads & Facebook/Instagram ads & re-targeting, as well as any behavioral/interest-based advertising. It also includes Google Analytics data, including the Google Analytics Demographics and Interest reporting, to display ads.

We may use both session and persistent cookies on the Service, and we use different types of cookies to run the Service.

We may use essential cookies to authenticate users and prevent fraudulent use of user accounts.

For more Information on how Google Analytics collects and processes data, please view <https://policies.google.com/privacy?hl=en>.

Third-party cookies

- In addition to our cookies, we may also use various third-parties cookies to report usage statistics of the Service, deliver advertisements on and through the Service, etc.
- Third-party vendors, including Google and Facebook, may use these third party cookies, web beacons, and other storage technologies to collect or receive Information from the Service (and elsewhere on the Internet) and use that data to provide measurement services and to serve ads, including ads based on past visits to the Service.

What are your cookie choices regarding cookies?

- If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.
- Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display correctly.

Where can you find more Information about cookies?

You can learn more about cookies and the following third-party websites:

1. AllAboutCookies: www.allaboutcookies.org
2. Network Advertising Initiative: optout.networkadvertising.org
3. optout.aboutads.info
4. You can opt out of Google's use of cookies by visiting Google's Ads Settings page: adssettings.google.com.
5. You can also use a Google Analytics Opt-out Browser Add-on to prevent data from using Google Analytics: tools.google.com/dlpage/gaoptout.

6. You can also control the use of device identifiers by using your device settings:

support.google.com/ads/answer/1660762#mob.

Download our NDIS tool kit to help you prepare for your first plan meeting

[DOWNLOAD NDIS TOOLKIT](#)

Need more Information or want to make a referral?

[CONTACT US: www.highfieldsdisabilityservice.com](http://www.highfieldsdisabilityservice.com)