Privacy Statement (DM website)
ST-006

Disability Matters Inc. (DM) is committed to protecting the privacy, dignity and confidentiality of the people whose personal information we collect and hold. We handle personal information in accordance with the ***Privacy Act 1988 (Cth)*** and the ***Australian Privacy Principles (APPs)***. DM has a separate ***Privacy and Confidentiality Policy (PO-041)*** that explains in more detail how we collect, hold, use, disclose and protect personal information, and how individuals may exercise their privacy rights. The Policy is available upon request.

Personal information we collect

The personal information DM collects depends on your relationship with us and the services or activities involved. This may include personal and contact details, health and disability information, NDIS and service-related information, family or representative details, financial information, and information relating to employees, applicants, contractors and volunteers. Some information we collect may be sensitive information, including health and disability information. DM generally collects personal information directly from the person concerned. We may also collect information from an authorised representative, health professional, service provider, government agency or another source where you have consented, would reasonably expect us to do so, or where collection is otherwise permitted by law.

Why we collect and use personal information

DM collects, holds, uses and discloses personal information where reasonably necessary for our functions and activities, including to:

- provide and coordinate disability supports and services;
- respond to enquiries, referrals, feedback and complaints;
- communicate with participants, families, representatives and other relevant people;
- meet NDIS, child safety, workplace and other legal or regulatory requirements;
- manage our workforce and organisational activities; and
- maintain appropriate service, business and regulatory records.

DM may disclose personal information to other organisations or individuals where reasonably necessary to provide services, perform our functions and activities, meet legal or regulatory requirements, or where otherwise authorised or permitted by law. Where appropriate, we will obtain consent before disclosing personal information.

Our website

When you use the DM website, we may collect personal information that you choose to provide through online forms, enquiries, referrals or feedback. Our website may also collect limited technical information about how the website is used to support its security, functionality and improvement.

The DM website may include links to external websites. DM is not responsible for the privacy practices or content of external websites, and we encourage you to read the privacy information provided by those websites before giving them personal information.

Protecting your information

DM takes reasonable steps to protect personal and sensitive information from misuse, interference, loss, unauthorised access, modification and disclosure.

Accessing or correcting your information

You may ask to access personal information DM holds about you or request that information be corrected if it is inaccurate, incomplete or out of date. DM keeps personal information only for as long as it is required for the purpose for which it was collected, or as otherwise required or permitted by law. When personal information is no longer required, DM takes reasonable steps to securely destroy or de-identify it.

Privacy enquiries or complaints

If you have a question or concern about how DM has handled your personal information, please contact us using the details below. If you are not satisfied with DM's response, you may also contact the Office of the Australian Information Commissioner (OAIC).

Contact us

Disability Matters Inc.
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Atherton QLD 4883
Phone: (07) 4235 7200
Email: info@disabilitymatters.org.au