

## **Privacy Policy**

This policy outlines the way we manage your personal information collected through all means other than our website. A specific Privacy Promise relating to information collected through our website is available on our website [www.xtracareequipment.com.au](http://www.xtracareequipment.com.au) (see Website Privacy Promise).

The policy is based on the Australian Privacy Principles (APPs) contained in the Privacy Act 1988. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/privacy/australian-privacy-principles/>.

### **What is Personal information and why do we collect it?**

Personal information is information or an opinion that identifies an individual. Examples of personal information we may collect include names, addresses, email addresses, phone and facsimile numbers, date of birth, next of kin, financial details including credit card numbers and medical information.

This personal information is obtained in many ways including face-face interviews, written correspondence, by telephone and facsimile, by email, via our website [www.xtracareequipment.com.au](http://www.xtracareequipment.com.au), and from third parties who are also involved in your care.

We collect your personal information in order for us to sell and deliver our products and services to you, to improve our service, to respond to your questions, to manage warranty claims, to provide after sales service, to manage complaints and incidents and to comply with any legal obligations.

### **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's personal details or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with your consent; or where required or authorised by law.

### **Third Parties**

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such cases we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### **Disclosure of Personal Information**

Your personal information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure
- Where it is necessary for us to do so in order to fulfil the primary purpose for which we collected your personal information
- Where required or authorised by law.



**NDIS Provider**

### **Security of Personal Information**

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of 7 years.

### **Maintaining the Quality of your Personal Information**

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

### **Policy Updates**

This Policy may change from time to time and is available on our website.

### **Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy please contact us at:

Xtracare Equipment

**comfort@xtce.com.au**

**(08) 82667000**

**Key Personnel: Peter Kelsh, Leah Sparnon**

**Supporting documents: Privacy Act 1988, inc Australian Privacy Principles**

**Date of execution: 05.08.2019**

**Date for review: 05.08.2020**

Xtracare Equipment 622-624 Regency Rd Broadview SA 5083

Ph (08)82667000 Email [comfort@xtce.com.au](mailto:comfort@xtce.com.au) Web [xtracareequipment.com.au](http://xtracareequipment.com.au)