



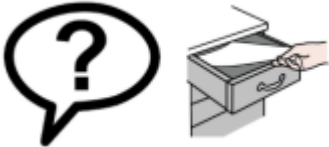






	<p>Who we are</p> <p>Pinarc Disability Support</p> <p>Our website: https://www.pinarc.org.au</p>
	<p>We respect and protect your privacy under the Privacy Act 1988 (Australia) and the Australian Privacy Principles.</p> <p>We have a Privacy and Confidentiality Policy to keep your personal information safe. You can ask us for a copy of this policy at any time.</p>
	<p>Types of information we collect</p> <p>We only ask for the information we need to support you, and we tell you why we need it.</p> <p>We may collect both personal information and sensitive information, including but not limited to:</p> <p>Personal information</p> <ul style="list-style-type: none"> • Name • Contact details (email, phone, address) • Feedback or enquiries submitted via our website <p>Sensitive information (where relevant to services)</p> <ul style="list-style-type: none"> • Health or disability-related information • Support needs or service referral details • Information provided through referral or assessment process <p>We only collect information that is reasonably necessary to respond to enquiries and deliver services.</p>

	<h3>How we collect information</h3> <ul style="list-style-type: none">• We collect personal information when you:• Submit a feedback or contact form on our website• Complete a service referral or intake form via Microsoft Forms• Contact us by email or phone• Interact with our website (basic analytics or cookies)
	<h3>Why we collect and use your information</h3> <p>We collect and use your information to:</p> <ul style="list-style-type: none">• Respond to enquiries and feedback• Assess eligibility for services or referrals• Provide appropriate support• Communicate with you about services you have requested or are receiving• Improve our services and operations• Comply with legal or funding requirements (including NDIS-related obligations where applicable)• Answer your queries
	<h3>Storage and security</h3> <p>We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure.</p> <p>This includes:</p> <ul style="list-style-type: none">• Secure digital storage systems• Access controls for staff and contractors <p>We may use third-party platforms to collect and store information.</p>

	<h3>Disclosure of personal information</h3> <p>We do not sell or trade personal information.</p> <p>We may share information only when necessary, including with:</p> <ul style="list-style-type: none">• Service delivery staff and authorised personnel• Referral or other service organisations, including the Police (where you have consented or it is required by law)• Technology providers• Website or IT service providers <p>We will only disclose personal or sensitive information with your consent, unless required or authorised by law.</p> <p>Sometimes we might have to report information if something unsafe happens.</p>
	<h3>Cookies and website analytics</h3> <p>Our website may use cookies or analytics tools to understand how visitors use our site and to improve user experience.</p> <p>You can disable cookies through your browser settings, but some features may not function properly.</p>
	<h3>Access and correction</h3> <p>You may request access to the personal information we hold about you and request corrections if it is inaccurate, out of date, or incomplete.</p> <p>To make a request, contact us using the details below.</p>
	<h3>Complaints</h3> <p>If you believe we have mishandled your personal information, please contact us first so we can try to resolve the issue.</p>

	<p>If you are not satisfied with the outcome of our investigation, you can contact us to raise your concerns, or you may wish to contact the Office of the Australian Information Commissioner (www.oaic.gov.au) by telephone on 1300 363 992, by email to enquiries@oaic.gov.au, or by post addressed to GPO Box 5218, Sydney NSW 2001.</p>
	<p>Contact us</p> <p>If you have any questions about our Privacy Statement or how we handle personal information, please contact us via email admin@pinarc.org.au or telephone 1800 746 272</p>

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