

# PRIVACY POLICY

Heart to Help Services Pty Ltd

Last Updated: 2026

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## 1. Introduction

Heart to Help Services Pty Ltd (ABN: 93 690 458 407 | ACN: 690 458 407) ("Heart to Help", "we", "us", "our") is a registered NDIS provider operating in New South Wales, Australia.

We are committed to protecting the privacy and confidentiality of all personal information we collect and handle. This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information in accordance with:

- The Privacy Act 1988 (Cth)
- The Australian Privacy Principles (APPs) contained in Schedule 1 of the Privacy Act 1988 (Cth)
- The National Disability Insurance Scheme Act 2013 (Cth)
- The NDIS Practice Standards
- The NDIS Code of Conduct
- Applicable New South Wales privacy legislation

By accessing our website at [www.hearttohelp.com.au](http://www.hearttohelp.com.au) or engaging our services, you consent to the practices described in this Privacy Policy.

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## 2. What Personal Information We Collect

We collect personal information that is necessary to provide our NDIS support services.

### Personal Identification Information

- Full name, date of birth, gender
- Residential address, email address, phone number
- Emergency contact details

### Health and Sensitive Information

- Disability type, diagnosis, and medical history
- NDIS plan details, funding categories, and support goals
- Medication and treatment information
- Mental health information
- Centrelink Customer Reference Number (CRN) where applicable

### **Service and Support Information**

- Support needs and daily living requirements
- Progress notes and service delivery records
- Incident and complaint records

### **Website and Enquiry Information**

- Name and contact details submitted via online enquiry forms
- IP address, browser type, and website usage data collected via cookies

We only collect sensitive information, including health information, with your consent or where otherwise permitted by law.

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## **3. How We Collect Personal Information**

We collect personal information:

- Directly from you, your family member, guardian, or nominee
  - From your support coordinator, plan manager, or other authorised representative
  - From the National Disability Insurance Agency (NDIA) or other government bodies
  - From healthcare professionals or allied health providers with your consent
  - Through our website contact and enquiry forms
  - Through cookies and analytics tools on our website
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## **4. Why We Collect and Use Your Personal Information**

We collect and use personal information for the following purposes:

- To deliver, manage, and coordinate NDIS support services tailored to your needs
- To develop, review, and update your personalised support plan
- To communicate with you, your family, nominees, or authorised representatives
- To comply with our legal and regulatory obligations under the NDIS Act 2013, NDIS Practice Standards, and NDIS Code of Conduct

- To respond to feedback, complaints, and enquiries
- To improve our services and internal processes
- To meet reporting requirements to the NDIS Quality and Safeguards Commission
- To process payments and manage our financial records
- For training and quality assurance purposes (de-identified where possible)

We will not use your personal information for any purpose other than those listed above without your consent, unless required or permitted by law.

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## 5. Disclosure of Personal Information

We may disclose your personal information to:

- The National Disability Insurance Agency (NDIA) and the NDIS Quality and Safeguards Commission where required
- Support coordinators, plan managers, and other NDIS providers involved in your care, with your consent
- Healthcare professionals and allied health providers with your consent
- Our employees, contractors, and support workers who require the information to deliver your services
- Government agencies and regulators where required by law
- Emergency services where there is a serious and imminent threat to your life or safety
- Our IT and software service providers, subject to strict confidentiality obligations

We do not sell, rent, or trade your personal information to any third party for marketing or commercial purposes.

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## 6. Storage and Security of Personal Information

We take all reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Our security measures include:

- Restricted access to personal records — only authorised staff with a need to know may access your information
- Password-protected and encrypted digital systems
- Secure physical storage of paper records in controlled and secure facilities accessible only to authorised personnel
- Regular staff training on privacy obligations and data security best practices

- A documented Data Breach Response Plan in accordance with the Privacy Act 1988 (Cth)

Personal information is retained for a minimum of 7 years from the date of your last service, in accordance with Australian record-keeping obligations.

Where a participant was a minor at the time of service, records are retained until the participant turns 25 or for 7 years from the last service, whichever is longer.

When personal information is no longer required, it is securely destroyed or de-identified.

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## **7. Website Information**

When visiting our website, certain information may be collected automatically, including:

- IP address
- Browser type
- Device information
- Website usage statistics

This information helps improve our website and services.

Our website may use cookies to enhance user experience. Users may disable cookies through their browser settings.

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## **8. Accessing and Correcting Your Personal Information**

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate, incomplete, or out of date.

To make an access or correction request, please contact us using the details in Section 13.

We will respond to your request within a reasonable timeframe.

In some circumstances, we may be required by law to decline access, in which case we will explain the reason in writing.

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## **9. Data Breach Notification**

In the event of an eligible data breach — where your personal information is lost or subject to unauthorised access or disclosure and is likely to result in serious harm — we will:

- Contain and assess the breach as quickly as possible
  - Notify you and the Office of the Australian Information Commissioner (OAIC) as soon as practicable, in accordance with the Notifiable Data Breaches scheme under Part IIIC of the Privacy Act 1988 (Cth)
  - Take all reasonable steps to prevent further harm
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## 10. Complaints

If you believe we have breached your privacy, you may lodge a complaint with us by contacting us using the details in Section 13.

We will acknowledge your complaint within 5 business days and respond within 30 days.

If you are not satisfied with our response, you may lodge a complaint with:

### **Office of the Australian Information Commissioner (OAIC)**

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

### **NDIS Quality and Safeguards Commission**

Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Phone: 1800 035 544

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## 11. Cookies and Website Data

Our website may use cookies and analytics tools to collect non-personally identifiable information about how visitors use our site.

This information is used to improve our website experience.

You may disable cookies through your browser settings; however, this may affect the functionality of our website.

We do not use cookies to collect sensitive or personal information.

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## 12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations.

The current version will always be published on our website at:

[www.hearttohelp.com.au/privacy-policy](http://www.hearttohelp.com.au/privacy-policy)

We encourage you to review this policy periodically.

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## 13. Contact Us

For all privacy-related enquiries, requests, or complaints:

**Heart to Help Services Pty Ltd**

ABN: 93 690 458 407 | ACN: 690 458 407

Phone: 0422810910

Email: [info@hearttohelp.com.au](mailto:info@hearttohelp.com.au)

Website: [www.hearttohelp.com.au](http://www.hearttohelp.com.au)

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