

## **Information Sharing Guidelines and Privacy Policy**

Interactive Plan Management recognises the importance of safeguarding the privacy of its staff, volunteers and clients and is committed to working with the SA Government to promote safety and wellbeing complying with the privacy principles which set the standard for how personal information should be dealt with.

The purpose of this policy is to communicate how Interactive Plan Management manages personal information that we collect from you or from other sources including how the information is used, disclosed, stored, secured, how you can obtain access to, and amend that information, including how to make a privacy complaint.

There may be times when Interactive Plan Management staff are alerted to circumstances where an individual, family or group of people may be experiencing difficulties that place them at risk of harm or that pose a risk to the health wellbeing or safety of others. Where there is a reasonable suspicion of harm, information may need to be sought from, or provided to, another organisation so that services can be effectively coordinated to minimise any threat to safety and wellbeing.

### **Collection of Your Information**

IPM staff will collect information from you that is necessary for:

- the management of your NDIS plan and budget
- that enables us to monitor our quality service and customer satisfaction
- that is necessary for invoicing the NDIA in respect of services we provide to you
- for business management of our services
- that is required by law

We will collect information directly from you and may also need to obtain information from other sources such as the NDIA and your support providers.

Types of information we will collect include:

- your full name and date of birth
- your contact details
- your NDIS number
- your current service provider details if applicable

## **Use and Disclosure**

With your consent, your personal information will be used as listed below:

- primarily for plan management service. This may involve sharing the information with your current and future support providers
- account keeping and billing purposes
- the management of our services; training and education, quality assurance, accreditation and complaint handling
- where legally required to do so

We will require your further consent to use your personal information for any other purpose not described in this document, our Privacy Policy or as permitted under the National Privacy legislation.

## **Security and confidentiality of your Information**

Your personal information is stored in paper and electronic form. We have policy, processes and storage systems that comply with relevant legislation to ensure your information is protected from misuse, interference, loss, unauthorised access, modification or disclosure. Staff are bound by confidentiality. Information will be retained for the period of time determined by current relevant Australian legislation and will be disposed of confidentially, in line with accepted document disposal schedules.

## **Access to Your Records**

You are entitled to access your own personal information at any time convenient to both yourself and Interactive Plan Management. Requests should be made in writing to;

The Privacy Officer Interactive Plan Management PO Box 2082,  
Elizabeth Park SA 5113

Where you dispute the accuracy of the information we have recorded, you are entitled to amend that information.

## **Withholding Sensitive Information**

You may request certain information to be withheld for personal reasons.

### **Withdrawing Consent**

If you have provided your consent to release information to other parties or for other purposes and would like to withdraw this consent, please contact us.

### **Complaints Process**

Interactive Plan Management welcomes all feedback and complaints. For feedback and/or complaints, please complete the Complaints and Grievances Form available on the website. You can also call us on 0434 619 017 or write to us at;

Interactive Plan Management Pty Ltd PO  
Box 2082,  
Elizabeth Park SA 5113

or email us at [admin@interactiveplanmanagement.com.au](mailto:admin@interactiveplanmanagement.com.au).

### **Changes to our Privacy Policy**

We may at times update our Information Sharing and Privacy Policy to comply with changes to legislation, our current practices or technology.

### **Resources;**

- Australian Privacy Principles set out in the Privacy Act 1998 (Cth) (Privacy Act)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)
- Ombudsman SA Information Sharing Guidelines (ISG).