

# Privacy Policy

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Policy Owner	Chief Executive Officer
Approval Authority	Kudos Board of Directors
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## 1 Purpose

Kudos Services (Kudos) is committed to providing quality services to people with disability and their families and this policy has been developed to outline our ongoing obligations to you in respect to how we manage your personal information.

It describes how we may collect, use, disclose, store, secure and dispose of information about you or your use of our services.

Kudos is also committed to protecting the privacy of the personal information it collects and receives. This policy has been developed in accordance with the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) Privacy Act.

## 2 Scope

The policy applies to individuals who undertake work on behalf of Kudos Services, including employees, students and volunteers and all service users.

### 3 Policy Statement

Kudos understands we are in a position of trust when collecting and holding your personal information. Personal information is information or an opinion that identifies an individual. Examples of personal information we collect include names, addresses, email addresses and phone numbers. Personal information is further defined in Section 4 – Definitions.

Personal information is obtained in many ways through interviews, correspondence, by telephone and facsimile, by email, via our website, from your website, from media and publications, from other publicly available sources or from third parties.

We collect your personal information for the primary purpose of providing services and information to you. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect personal information, we will explain to you why we are collecting the information and how we plan to use it.

#### 3.1 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 a case, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

#### 3.2 Marketing

Kudos Services will not use or disclose the personal information it holds about an individual for the purpose of direct marketing. Further information relating to direct marketing is further defined in Section 4 – Definitions.

#### 3.3 Disclosure of personal information

Your personal information may be disclosed in certain circumstances including:

- Where you consent to the use or disclosure.
- Where we are required or authorised by law.
- Where it is necessary to divert a person from offending or harming themselves.
- To protect a person or groups of people from potential harm, abuse, or neglect.
- To protect employees in situations of danger; and
- To alert other services provides to a person's need for assistance.

#### 3.4 Security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure. The online service is hosted in Australia in secure, accredited facilities. To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical, and administrative safeguards and update and test our security technology on an ongoing basis.

We also train employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your personal information is restricted to employees who need it to provide services or benefits to you.

Where 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. Personal information stored in client files will be kept by us for a minimum of seven (7) years or as legislated.

### 3.5 Access to your personal information

We will respond to requests for access to personal information in accordance with the Privacy Act. There may be circumstances where we are required by law to refuse or limit access to personal information.

Kudos will not charge any fee for your access request; however, we may charge an administrative fee for providing a copy of your personal information dependent on how and where the information is stored.

If you wish to access your personal information, please contact us in writing preferably by email so that we can confirm your identity. To protect your personal information, photo identification will be required from you or from your parent/guardian before releasing the requested information.

### 3.6 Website analytics

To improve your experience on our website, we may use 'cookies'. Cookies are an industry standard and most major websites use them. A cookie is a small text file that our website may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use the full functionality of our website.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of other sites and advise you to be aware of and read their privacy policy.

### 3.7 Correction of 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 current. If you find that the information, we have is not current or is inaccurate, please advise us as soon as practicable so that we can update our records and ensure we can continue to provide quality services to you.

### 3.8 Policy review

We reserve the right to update or change our Privacy Policy at any time and recommend that you check this Privacy Policy periodically. Your continued use of our service after we post any modifications to the Privacy Policy will constitute your acknowledgement of the modifications and your consent to abide and be bound by the modified Privacy Policy. If we make any material changes to this Privacy Policy, we will notify you either by mail or email using the addresses you have provided to us, or by placing a prominent notice on our website.

### 3.9 Privacy provisions under the NDIS Partners in the Community Program – ECEI Services

Kudos will ensure all privacy requirements under the NDIS Partners in the Community Program – ECEI Services Grant Agreement are adhered to ensuring compliance with any laws specified within. These laws include, but are not limited to, the Privacy Act 1988 (Cth), the Freedom of Information Act 1982 (Cth) and the NDIS Act 2013 (Cth).

### 3.10 Privacy policy complaints and enquiries

If you have a concern about your privacy and how we have handled your personal information, or you have a query on how your personal information is collected, please contact our Privacy Officer using the contact details below.

If you wish to make a complaint about the way we have handled your personal information including if you think we have breached the Privacy Act, you should forward a written complaint to the Privacy Officer using the contact details below. In the complaint, please include your contact details (such as email address, name, address, and telephone number) and clearly describe the complaint.

We will respond to your query or complaint within a reasonable time as outlined within our Complaints Management Procedure. You may also contact the Office of the Australian Information Commissioner (OAIC) using the contact details at the OAIC's website (<https://oaic.gov.au>).

Kudos Services Privacy Officer  
PO Box 285  
Fullarton SA 5063

Phone: 08 8348 6500  
Email: [quality@kudosservices.com.au](mailto:quality@kudosservices.com.au)

## 4 Responsibilities

### 4.1 Compliance, Monitoring and Review

This policy defines the minimum expectation of Kudos members and employees.

Any member found to be in breach of the requirements set out in this policy and any related procedures may be subject to disciplinary action in accordance with the Kudos Disciplinary Action and Termination Procedure.

## 5 Terms and Definitions

Term	Definition
Australian Privacy Principles (APPs)	Means the Australian Privacy Principles set out in the Privacy Act.
Collection	An entity collects personal information only if the entity collects the personal information for inclusion in a record or generally available publication.
Consent	Means express or implied consent.
De-identified	Personal information is de-identified if the information is no longer about an identifiable individual or an individual who is reasonably identifiable.
Direct Marketing	Direct marketing involves the use and/or disclosure of personal information to communicate directly with an individual to promote goods and services.
Employee	May refer to members, employees, contractors, work experience or volunteers.
Generally available publication	Means a magazine, book, article, newspaper, or other publication that is, or will be, generally available to members of the public: (a) whether or not it is published in print, electronically or in any other form, and (b) whether or not it is available on the payment of a fee.
Holds	An entity holds personal information if the entity has possession or control of a record that contains personal information.
Personal Information	The Privacy Act defines 'personal information' as Information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not, and (b) whether the information or opinion is recorded in a material form or not.' The term 'personal information' encompasses a broad range of information. A number of different types of information are explicitly recognised as constituting personal information under the Act. For example, the following are all types of personal information: <ul style="list-style-type: none"><li>'Sensitive information' (includes information or opinion about an individual's racial or ethnic origin, political</li></ul>

Term	Definition
	<p>opinion, religious beliefs, sexual orientation, or criminal record, provided the information or opinion otherwise meets the definition of personal information)</p> <ul style="list-style-type: none"> <li>• 'Health information' (which is also 'sensitive information')</li> <li>• 'Credit information'</li> <li>• 'Employee record' information (subject to exemptions), and</li> <li>• 'Tax file number information'.</li> </ul>
Sensitive information	<p>means:</p> <p>(a) information or an opinion about an individual's:</p> <p>(i) racial or ethnic origin, or</p> <p>(ii) political opinions, or</p> <p>{iii) membership of a political association, or</p> <p>(iv) religious belief or affiliations, or</p> <p>(v) philosophical beliefs, or</p> <p>(vi) membership of a professional or trade association, or</p> <p>(vii) membership of a trade union, or</p> <p>(viii) sexual orientation or practices, or</p> <p>(ix) criminal record,</p> <p>that is also personal information, or</p> <p>(b) health information about an individual, or</p> <p>(c) genetic information about an individual that is not otherwise health information.</p>
Solicits	<p>An entity solicits personal information if the entity requests another entity to provide the personal information, or to provide a kind of information in which that personal information is included.</p>

## 6 Related Legislation and Documents

Category	Resource
Kudos Policy Documents	Complaints Management Procedure
NDIS Practice Standards - Core Module	<p><u>Rights and Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Privacy and dignity</li> </ul> <p><u>Provision of supports.</u></p> <p>Access to supports</p>
National Standards for Disability Services	<ul style="list-style-type: none"> <li>• Standard One: Rights</li> <li>• Standard Five: Service access</li> </ul>
Legislative Documents	<p>National Disability Insurance Scheme Act 2013 (Cth)</p> <p>Privacy Act 1988 (Cth)</p> <ul style="list-style-type: none"> <li>• The United Nations Convention on the Rights of the Child</li> </ul>
Associated Resources	Office of the Australian Information Commissioner Information Sharing Guidelines

Category	Resource
	Introduction to Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) course

## 7 Feedback

7.1 Feedback about this document may be provided by emailing [quality@kudosservices.com.au](mailto:quality@kudosservices.com.au)