

## **Privacy Statement**

### **Purpose**

At Nexus Inc, it is important to us that we protect the privacy and confidentiality of the information we collect. This document tells you how we collect, protect and use your information. We make sure that we do this according to appropriate Legal Rules in the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and other relevant laws.

### **Scope**

The below applies to all information we collect:

#### **1. Collection of Personal Information**

We collect personal information through our website. This helps us provide the best support to our clients. This may include:

- Name, date of birth, and contact details
- Health information
- Emergency contact details
- Financial information
- Employment and training records (for employees)
- Information about service needs and goals

We get information directly from you whenever we can. Sometimes, we may ask you if we can also get information from other people such as healthcare providers or legal representatives.

#### **2. Use of Personal Information**

We use the information given to us to:

- Provide support services
- Communicate with clients, families, and staff
- Follow legal and regulatory rules
- Improve how we support clients
- Improve our processes

If we need to use your information for anything else we will ask you first.

#### **3. Disclosure of Personal Information**

We may share personal information with the following people:

- Government or funding bodies if we need to by law
- Medical professionals in emergency situations
- Service providers who help us deliver support (e.g., IT, finance departments)
- Legal representatives if we need to by law.

We make sure that these people all follow strict privacy and confidentiality rules.

#### **4. Data Storage and Security**

We do our best to protect your information from being misused, stolen, leaked, or changed. We use secure systems and processes to store your information such as password-protected storage and encrypted communication channels. Your information can only be accessed by certain staff.

#### **5. Access and Correction**

You have the right to access and correct the information we have about you. You can contact us at any time to do this. Sometimes we might not be able to make edits for legal reasons. If this happens we will let you know why.

#### **6. Complaints**

If you are worried about how we use or store your information you can give us feedback through the contact details below or via the feedback form on our website. If you are still unhappy with how we deal with your feedback you can speak with the Office of the Australian Information Commissioner (OAIC).

#### **7. Contact Details**

For questions and/or complaints about privacy please contact us at:

**Mobile:** (02) 6240 5000

**Email:** [nexusinc@nexusinc.org.au](mailto:nexusinc@nexusinc.org.au)

**Address:** 40-44 Innovation Drive, Dowsing Point Tasmania, 7010.

#### **8. Updates to the Statement**

We might update this Privacy Statement based on our practices or legal requirements. The latest version will always be available on our website, and we encourage you to review it regularly. If you would like to view our full Privacy Policy, please contact us.