



Policy Summary Sheet 8 : Privacy and Confidentiality

W.I.L.L is committed to safeguarding the confidentiality of personal or sensitive information collected in relation to our participants. W.I.L.L is also committed to protecting the privacy of its staff and other stakeholders.

What does this mean for participants?

- W.I.L.L will ensure all aspects of our operations comply with the Australian Privacy Principles and the NDIS Practice Standards
- W.I.L.L will only collect personal information when it is directly relevant and needed to provide support services to that person, or where we are required by regulation.
- W.I.L.L ensures we only use personal information for the purposes for which it was given to us, or for purposes that are directly related to one of our functions or operations
- W.I.L.L does not give identifying information to other agencies, organisations or anyone else unless the participant or family/carer has consented, it is required by law, will prevent or lessen a serious and imminent threat to somebody's life or health or relates to a criminal issue
- W.I.L.L takes all steps required to protect the personal information it holds against loss, unauthorised access, use, modification or disclosure and against other misuse.
- When no longer required all personal information held by W.I.L.L is destroyed in a secure manner.

More detailed information on our Privacy and Confidentiality Policy is available in our Policy and Procedures Manual