



Ability Beyond Boundaries Ltd (ABB)
Building Pathways, Breaking Barriers

Privacy Policy

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1. Our commitment and scope

Ability Beyond Boundaries Ltd (ABB) respects your privacy and handles personal information with care. This policy explains how we collect, hold, use and share information, and how you can ask questions, access or correct records, or make a privacy complaint.

It covers our website and enquiries, NDIS and other supports, community and cultural programs, arts activities, events, training, social enterprises, donations, employment, volunteering and student placements. Personal information is information about an identified person or someone who can reasonably be identified.

ABB will meet its obligations under applicable privacy, health information, safeguarding and record-keeping laws. We use the Australian Privacy Principles as a guide to our privacy practices. This policy works alongside ABB's Confidentiality Policy and more specific notices provided when information is collected.

2. Information we collect

We collect information reasonably needed for our activities. Depending on your involvement, this may include:

- Your name, contact details and relevant identifying information.
- Enquiry, registration, booking, attendance and communication records.
- Language, accessibility and support preferences.
- Relevant disability, health, allergy, emergency contact or support information.
- NDIS details, service agreements, support records, invoices and payment references.
- Feedback, complaints, incidents and safeguarding records.
- Recruitment, screening, employment, volunteering or placement information.
- Photos, recordings or stories where appropriate consent has been obtained.

Health and other sensitive information receives additional protection. We generally seek consent to collect it and explain why it is needed, unless an exception permitted by law applies. We will not ask for an entire NDIS plan or unrelated personal history when a smaller amount of information is sufficient.

3. How information is collected

We usually collect information directly from you through conversations, forms, email, service delivery and payment or booking processes. Where appropriate and lawful, we may also receive relevant information from your authorised representative, a referrer, support provider, plan manager or an authority. We will explain the source and purpose where required.

4. Why we use information

ABB uses information to respond to enquiries; assess and arrange suitable services; communicate and provide agreed supports; manage activities, payments and donations; address access and safety needs; respond to complaints and incidents; manage our workforce; and meet legal, funding, audit and reporting obligations.

We will explain important collection purposes and likely disclosures in the relevant form or notice. Where reporting or evaluation can be completed using information that does not identify individuals, we will use that approach. Any identifiable reporting must have an appropriate consent or other lawful basis.

You can ask why a question is being asked and what happens if you do not answer. You may enquire anonymously or use a pseudonym where lawful and practical. Some supports, payment claims or safety arrangements cannot be provided without necessary identifying information; we will explain this.

5. When information may be shared

We limit sharing to what is needed for the purpose and what is authorised or lawful. Relevant recipients may include:

- ABB personnel who need the information for their role.
- Your chosen family member, carer, advocate or representative, with your consent or lawful authority.
- Other providers or professionals involved in agreed supports or referrals.
- The NDIA, plan managers, regulators or funding bodies where necessary and authorised.
- Providers of approved technology, payment, accounting or other operational services.
- Police, child protection authorities or other bodies where reporting or disclosure is required or otherwise permitted by law.

ABB will not sell your personal information. Participation does not give family members, partners, community members or other participants automatic access to your records. We check consent or lawful authority before sharing information with a representative.

Where law permits or requires sharing to respond to serious safety risks, protect a child, investigate misconduct or comply with legal process, your consent may not be required. We will explain the sharing where appropriate and safe.

6. Consent, publicity and communications

Consent must be informed, voluntary and specific. Agreement to a service is separate from optional publicity or marketing consent. We will seek permission before using identifiable photos, recordings or stories for promotion and respect a decision to decline.

You can withdraw consent for future optional use or sharing. We will explain practical limits on recalling published material and any information that must still be retained or used by law. You can unsubscribe from optional promotional updates; essential service, safety or payment messages may still be needed.

For children and young people, we consider their understanding and views and obtain appropriate consent from an authorised parent or guardian where needed. We do not assume every child lacks capacity, or that disability removes a person's ability to consent. Communication assistance will be offered.

7. Website, online forms and payments

Information submitted through enquiries and registration forms is handled under this policy and the notice attached to the form. Online forms may be hosted by services such as Google Forms. Payment links, including PayPal where offered, take you to a payment provider that also handles information under its own privacy terms.

ABB may receive transaction details needed to match a payment to a booking or invoice. Do not send full card details through our enquiry forms, email or messages. Ask for assistance if a form or payment process is inaccessible to you.

Our website and linked platforms may record technical information such as IP addresses, browser details, pages visited and access times. Cookies or similar technologies may support website functions or, where enabled, measurement and embedded content. ABB will explain the technologies used through relevant website notices and obtain consent where required. Browser settings can control cookies, although some functions may be affected.

External websites, social media, embedded content and service platforms have their own privacy practices. Consider those notices before sharing information. ABB remains responsible for its own collection, use and disclosure; using an external provider does not remove our obligations.

8. Overseas handling of information

Technology and payment providers may store, process or access information outside Australia, including in the United States and other countries used by their operations or service providers. Locations can vary by platform and service configuration; information cannot be assumed to remain in Australia.

ABB will assess overseas handling and take reasonable steps required by applicable law to protect information disclosed overseas. We will identify likely recipient countries where practicable in this policy or specific collection notices, and provide further information on request. Overseas handling must not be treated as automatically authorised merely because you use a form or service.

Further platform information is available at policies.google.com/privacy and paypal.com/au/legalhub/paypal/privacy-full.

9. Security, retention and data breaches

ABB will take reasonable steps to protect information from misuse, loss and unauthorised access, alteration or disclosure. Controls will include role-based access, secure accounts and devices, appropriate electronic and physical storage, staff guidance and oversight of service providers.

We retain information for as long as needed for its purpose and applicable legal, funding, audit or safeguarding requirements. When it is no longer needed and lawful retention is not required, we will securely destroy or de-identify it. A request to delete information cannot override a legal retention duty.

If a suspected data breach occurs, we will act promptly to contain it, assess risks, take corrective action and meet applicable notification obligations. Where the Notifiable Data Breaches scheme applies and an eligible breach occurs, we will notify affected individuals and the OAIC as required, including practical advice to reduce harm.

10. Accessing and correcting your information

You may ask to access personal information ABB holds about you or request a correction if it is inaccurate, out of date, incomplete, irrelevant or misleading. Contact the Executive Director through ABB's website Contact page or ask a staff member to assist.

We may reasonably verify your identity and any representative's authority before releasing information. We will respond within a reasonable period and discuss an accessible way to provide the information. There is no fee to make a request; any access charge must be lawful and reasonable and explained beforehand. Correction requests will not be charged.

If access or correction is refused under a lawful exception, we will explain the reasons, unless prohibited, and tell you how to complain. Where appropriate, you may ask us to attach a statement recording your disagreement. We will take reasonable steps to notify relevant recipients of corrections where required.

11. Privacy questions and complaints

Contact ABB's Executive Director through the details or enquiry form on our website Contact page. State that your concern is about privacy and describe what happened and the outcome you seek. You can also speak to a staff member or ask a trusted person or advocate to help you put the concern in writing.

We will offer assistance with language, disability access and communication needs. If your complaint concerns the Executive Director, ask for another Board member to manage it. Anyone with a conflict of interest must not decide the complaint.

ABB will acknowledge the concern, assess relevant records, respond fairly and explain the outcome and any corrective action. We aim to provide a substantive response within 30 days. If more time is needed, we will explain why and give an expected timeframe. You will not be treated unfairly for raising a privacy concern.

If you are dissatisfied, you can seek advice or complain to the relevant external body:

Office of the Australian Information Commissioner (OAIC)

For matters within its jurisdiction, call **1300 363 992** or visit oaic.gov.au/privacy/privacy-complaints. The OAIC generally asks you to complain to the organisation first and allow a reasonable opportunity to respond. Complaints to the OAIC must be in writing; assistance and representative arrangements are available.

Information and Privacy Commission NSW (IPC)

For applicable NSW health information privacy matters, visit ipc.nsw.gov.au. The IPC can explain whether the issue falls within its jurisdiction.

12. Responsibility, availability and review

The Executive Director manages privacy practices, with Board oversight. ABB will review this policy annually and when our services, systems or legal requirements change. The current version will be available on our website; material changes will be communicated as appropriate.

You can request this policy in an accessible format or ask us to explain it. Read it alongside ABB's Confidentiality, Feedback and Complaints, Child Safety and Wellbeing, and Rights and Responsibilities policies, and any collection notice relevant to your interaction.