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Ability Technology Privacy Policy

Updated June 2018

Ability Technology is an income tax-exempt charity that provides services to assist people with disabilities obtain greater independence, increased options and a better quality of life through modern computer and home automation technology. In order to carry out its work Ability needs to gain and maintain information about its clients.

This information is gathered through:

- a) Our online referral form
- b) Our assessment of clients
- c) Discussion with clients, support people and therapists

At Ability, we take the privacy of our clients seriously. We aim to minimise intrusions into the privacy of our clients and to comply with all relevant legislation and requirements. The Privacy Act 1988 (Cth) requires APP entities to have a comprehensive, accessible and up-to-date privacy policy that lays out how personal information is managed. With a turnover of less than \$3,000,000, Ability is not an APP entity as defined under the Act and is therefore not legally required to have a privacy policy.

However, we understand that clients and their support people may wish to know how Ability handles their private information. For this reason, we have decided that it would be beneficial for Ability to adopt a clear and concise Privacy Policy. Our Privacy Policy enables our clients to understand how we handle personal and sensitive information and how we maintain, use and disclose that information.

A. WHAT DOES ABILITY USE MY INFORMATION FOR?

Ability uses the personal and sensitive information collected about a client for the primary purpose of assessment, evaluation, reporting and recommendations made in regard to their technology requirements.

Personal information gathered in the process of referral or assessment will only be shared with the client and the referrer. Other than where legally required, personal information will only ever be shared with a third party (such as an allied health professional) where a client or referrer has given written consent to do so.

B. HOW DOES ABILITY PROTECT MY INFORMATION?

Ability Technology takes all reasonable steps to protect a client's personal and sensitive information from misuse, loss, unauthorised access, modification or disclosure. This personal information is kept within our organisation and is treated confidentially. Access is limited to staff whose work is related to the management and administration of their file.

All computers and devices linked to our client management system are password-protected. Client files are digitally stored through a third-party and encrypted using 256-bit Advanced Encryption Standard (AES). Nobody has access to these files but us.

Limited paper files are held temporarily by Ability for current clients while their cases are being worked on. These are stored securely in locked file cabinets while not in use and after hours. When they are no longer required, they are digitized and then shredded through a security shredding service.

C. CAN I ACCESS MY DATA?

Yes. Clients have the right to access any personal information kept and recommendations made concerning them by Ability Technology Ltd. To request access to your personal information, please contact Ability.

D. WHAT DO I DO IF I HAVE ANY QUESTIONS OR COMPLAINTS ABOUT THE HANDLING OF MY PERSONAL INFORMATION?

At Ability, we take concerns and complaints of any nature very seriously. All feedback, including the lodging of complaints, should first be directed to Ability's head office. Our contact details are listed on page 1 of this document.

Once we have received your complaint, we will respond within 30 days. If you have received our response and wish to pursue the matter further, you should contact the Office of the Australian Information Commissioner to register a privacy complaint. For more information, contact OAIC:

<https://www.oaic.gov.au/>.