



Brisbane | Ipswich | Logan | Gold Coast

ABN 22 357 165 174

www.ironbarkadventure.com.au

hello@ironbarkadventure.com.au

0427 802 078

Privacy Policy

Business Structure: Sole Trader

Owner/Operator: Reed Buckley

Operating Locations: Brisbane, Ipswich, Logan, Gold Coast, and surrounding regions

Participants: Individuals aged 8 years and older, including people with psychosocial and/or physical disabilities (including NDIS participants)

Policy Version: 1.0

Next Review Date: 01/10/2026

1. Purpose

This Privacy Policy explains how Ironbark Adventure Mentoring collects, stores, uses, and shares personal information. It ensures compliance with Australian privacy law and reflects our commitment to protecting the confidentiality, rights, and wellbeing of participants, families, and carers.

2. Scope

This policy applies to:

- The business owner (current sole operator)
- Any future staff, contractors, or volunteers
- All personal information provided by participants, families, carers, or support coordinators

3. What Information We Collect

We may collect:

Personal Details: Name, date of birth, address, phone number, email

Emergency Contacts: Parent/guardian or carer details

Medical Information: Allergies, medical conditions, medications, accessibility needs, psychosocial or behavioural information relevant to safety

NDIS Information: NDIS number, plan details, funding categories, support coordinator details

Session Records: Case notes, attendance records, activity participation, incident reports

Financial Details: Billing and payment information

Media (if consent provided): Photos or videos for marketing, reporting, or training purposes

4. How Information is Collected

- Directly from participants, parents, guardians, or carers at sign-up
 - From NDIS plans or providers with consent
 - Through incident reports, case notes, and feedback forms
 - Via consented media (photos/videos)
-

5. Data Minimisation & Purpose Limitation

- Only information necessary to deliver safe, high-quality mentoring services and meet legal obligations is collected
 - Personal information is not retained or shared for purposes unrelated to service delivery without explicit consent
-

6. Storage & Security

- Electronic records are stored on a password-protected computer, with VPN and regular encrypted backups
- Hard copies (if used) are stored securely in a locked cabinet
- Access is limited to the business owner or authorised staff under confidentiality agreements

- Digital communications with participants, parents/carers, and staff are conducted via secure, authorised channels
-

7. Use of Information

Personal information is used to:

- Provide safe and appropriate outdoor mentoring services
 - Assess and manage risks during activities
 - Communicate with families, carers, and support coordinators
 - Comply with legal, insurance, and reporting obligations
 - Process billing and NDIS claims
 - With separate written consent, for promotional, marketing, or training purposes
-

8. Sharing of Information

Information will only be shared when:

- Required to deliver services (e.g., providing updates to parents/carers)
- Necessary for NDIS funding claims or provider communication
- Required by law (e.g., mandatory child protection reporting)
- Required in emergencies to protect the health or safety of a participant
- With explicit written consent for media, testimonials, or marketing use

Third-party service providers (e.g., cloud storage, payment processors, online booking systems) must comply with privacy and confidentiality standards.

9. Consent Management

- Consent for collection, storage, and use of personal information is obtained in writing and recorded securely
- Consent can be withdrawn at any time by contacting the business owner

10. Data Breach Management

- In the event of a data breach involving personal information, Ironbark Adventure Mentoring will promptly:
 - Contain the breach
 - Notify affected individuals
 - Comply with legislative reporting obligations

11. Anonymisation for Reporting or Training

- Participant information used for internal reporting, staff training, or quality improvement will be de-identified or anonymised

12. Access & Correction

- Participants and/or guardians can request access to personal records
- Requests must be made in writing to the business owner
- Corrections will be made if information is inaccurate or incomplete

13. Retention & Disposal

- Records retained for at least 7 years after service completion, or longer if required by law
- Child-related records, incident reports, and case notes may be kept longer in line with child protection legislation or ongoing care needs
- Records will be securely destroyed when no longer legally required

14. Rights & Complaints

- Participants and families have the right to know what information is held and how it is used
- Privacy concerns can be raised directly with the business owner or via the complaints process
- If unresolved, complaints can be escalated to:
 - Office of the Australian Information Commissioner (OAIC)

- Office of the Information Commissioner QLD
- NDIS Quality and Safeguards Commission (if NDIS-related)

Privacy Contact: Name: Reed Buckley, Email:
hello@ironbarkadventure.com.au, Phone: 0427 802 078

15. Professional Liability & Disclaimer

- Ironbark Adventure Mentoring takes all reasonable precautions to ensure safety and confidentiality
 - Participants and parents/carers acknowledge that outdoor and high-risk activities carry inherent risks
 - Liability is limited except as required by law
-

16. Version Control & Policy Distribution

- This policy is provided to all participants, families, and staff
 - Updates are communicated via email or hard copy
 - The latest version is maintained on file
-

17. Review

- Reviewed every 12 months or earlier if there are legislative, operational, or service changes
-

Approved By: Reed Buckley

Date: 01/10/2025

Next Review Date: 01/10/2026