



Brisbane | Ipswich | Logan | Gold Coast

ABN 22 357 165 174

www.ironbarkadventure.com.au

hello@ironbarkadventure.com.au

0427 802 078

Privacy Policy

Purpose & Scope

Ironbark Adventure Mentoring is committed to protecting participant privacy and handling personal information in accordance with the *Privacy Act 1988 (Cth)*, applicable state legislation, and the NDIS Practice Standards.

This policy applies to all participants, families, carers, support coordinators, staff, and contractors across all service delivery environments.

Information We Collect

To deliver safe, tailored outdoor mentoring services, we may collect and hold:

- **Personal Details:** Full name, date of birth, residential address, phone number, and email address.
- **Emergency Contacts:** Parent, guardian, or carer contact details.
- **Medical & Support Information:** Physical capabilities, health conditions, allergies, medications, accessibility requirements, and relevant behavioural support plans.
- **NDIS Information:** Plan details, funding management types (self-managed or plan-managed), and support coordinator contacts.
- **Session Records:** Attendance logs, case notes, outcome tracking, activity logs, and incident reports.
- **Financial Details:** Invoicing and payment processing details.

How Information Is Used

Personal information is collected solely to:

- Provide safe, high-quality outdoor mentoring and activity-based supports.
- Conduct individualised risk management, safety profiling, and emergency procedure planning.
- Communicate effectively with participants, families, and support network members.

- Process billing, invoices, and NDIS claims.
- Comply with legal, insurance, reporting, and NDIS regulatory obligations.
- Use media/photos for marketing or promotional purposes **only** when explicit prior written consent has been granted.

Sharing & Disclosure of Information

Personal information remains confidential and is only shared when:

- Necessary to deliver agreed support services or protect participant safety during activities.
- Required for NDIS funding verification, statutory legal compliance, or emergency medical care.
- Authorized with explicit written consent (e.g., liaising with allied health professionals).

Consent & Participant Rights

- **Consent:** Consent for the collection, storage, and use of personal details is obtained in writing prior to service commencement and can be modified or withdrawn at any time.
- **Access & Correction:** Participants or their authorized guardians have the right to request access to, or correction of, their personal records at any time.

Data Retention & Security

- **Storage:** Electronic records are stored securely using password-protected systems with restricted access.
- **Retention:** Records are retained for a minimum of 7 years (or until a minor reaches age 25, whichever is longer) in accordance with statutory requirements, after which they are securely destroyed or permanently de-identified.

Privacy Breach & Escalation Procedure

In the event of an identified privacy breach, Ironbark Adventure Mentoring will contain the breach, investigate immediately, notify affected individuals promptly, and report to regulatory bodies as required by law.

If you have concerns about how your privacy has been handled, please contact the business owner directly. Unresolved privacy concerns can be escalated to:

- **Office of the Australian Information Commissioner (OAIC):** www.oaic.gov.au | 1300 363 992
- **NDIS Quality and Safeguards Commission:** www.ndiscommission.gov.au | 1800 035 544