

PRIVACY POLICY

Bribie Bear Hugs (BBH)

ABN: 79645409049 | Moreton Bay Region, Queensland

Email: shay@bribebearhugs.com.au | Phone: 0451-516-613

1. ABOUT THIS POLICY

Bribie Bear Hugs (ABN: 79 645 409 049) operates as a cuddle therapy service provider in the Bribie Island region of Queensland. We are committed to protecting the privacy of our clients, their families, and all individuals who interact with our services or website.

This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. WHAT INFORMATION WE COLLECT

We may collect the following types of personal information:

- Full name, date of birth, and contact details (address, phone number, email)
- NDIS plan details and funding information
- Health and disability-related information relevant to delivering your supports
- Emergency contact details
- Bank account details (for invoicing and payment purposes)
- Information submitted via our website contact form or email enquiries

----We only collect information that is necessary to deliver our services or respond to your enquiry.

3. HOW WE COLLECT INFORMATION

We collect information in the following ways:

- Directly from you or your representative when you contact us or engage our services
- From your NDIS plan manager, support coordinator, or nominee (with your consent)
- Through our website contact form
- Via email, phone, or in-person discussions

4. HOW WE USE YOUR INFORMATION

Your information is used to:

- Deliver and coordinate your support services
- Prepare service agreements, shift notes, and invoices
- Communicate with your plan manager or support coordinator

- Meet our legal and regulatory obligations
- Respond to your enquiries

----We will not use your personal information for marketing purposes without your explicit consent.

5. DISCLOSURE OF INFORMATION

We may share your information with:

- Your NDIS plan manager or support coordinator (as required to deliver services)
- Other health or support professionals involved in your care (with your consent)
- Government bodies where required by law

----We do not sell, rent, or trade your personal information to any third party.

6. DATA STORAGE AND SECURITY

Your information is stored securely in digital and/or physical form. We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure.

----When personal information is no longer needed, we will take reasonable steps to destroy or de-identify it.

7. ACCESSING AND CORRECTING YOUR INFORMATION

You have the right to access the personal information we hold about you and to request corrections if it is inaccurate or out of date. To make a request, please contact us using the details below.

----We will respond to access requests within a reasonable timeframe.

8. COMPLAINTS

If you have concerns about how we have handled your personal information, please contact us in the first instance. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling 1300 363 992.

9. UPDATES TO THIS POLICY

We may update this Privacy Policy from time to time. The current version will always be available on our website. We encourage you to review it periodically.

10. CONTACT US

For any privacy-related questions or requests, please contact:

Bribie Bear Hugs

Email: shay@bribiebearhugs.com.au

Phone: 0451-516-613

Website: www.bribiebearhugs.com.au