

## Introduction

Disability Australia Group Pty Ltd operates this store and website, including all related information, content, features, tools, products and services, in order to provide you, the customer, with a curated shopping experience (the "Services"). AidBox is powered by Wordpress which enables us to provide the Services to you. This Privacy Policy describes how we collect, use, and disclose your personal information when you visit, use, or make a purchase or other transaction using the Services or otherwise communicate with us. If there is a conflict between our Terms of Service and this Privacy Policy, this Privacy Policy controls with respect to the collection, processing, and disclosure of your personal information.

Please read this Privacy Policy carefully. By using and accessing any of the Services, you acknowledge that you have read this Privacy Policy and understand the collection, use, and disclosure of your information as described in this Privacy Policy.

Disability Australia Group Pty Ltd (referred to as 'we', 'our', or 'us') is committed to protecting the privacy and confidentiality of the personal and sensitive information we collect and handle.

This policy is aligned with the Privacy Act 1988 (Cth), Australian Privacy Principles (APPs), the NDIS Act 2013 (Cth), and state-based legislation including the NSW Privacy and Personal Information Protection Act 1998 (PPIP Act) and Health Records and Information Privacy Act 2002 (HRIP Act).

### 1. What Information We Collect

We may collect personal and sensitive information, which refers to information that identifies or can reasonably be linked to you or another person. Personal information does not include information that is collected anonymously or that has been de-identified, so that it cannot identify or be reasonably linked to you. We may collect or process the following categories of personal information, including inferences drawn from this personal information, depending on how you interact with the Services, where you live, and as permitted or required by applicable law:

- a) **Contact details** including your name, address, billing address, shipping address, phone number, and email address.
- b) **Financial information** including credit card, debit card, and financial account numbers, payment card information, financial account information, transaction details, form of payment, payment confirmation and other payment details.
- c) **Account information** including your username, password, security questions, preferences and settings.
- d) **Transaction information** including the items you view, put in your cart, add to your wishlist, or purchase, return, exchange or cancel and your past transactions.

- e) **Communications with us** including the information you include in communications with us, for example, when sending a customer support inquiry.
- f) **Device information** including information about your device, browser, or network connection, your IP address, and other unique identifiers.
- g) **Usage information** including information regarding your interaction with the Services, including how and when you interact with or navigate the Services.

## **2. User consent**

By submitting Personal Information through our Website, you agree to the terms of this Privacy Policy, and you expressly consent to the collection, use and disclosure of that Personal Information in accordance with this Privacy Policy.

## **3. Why We Collect Information**

To deliver NDIS services effectively, to meet our legal obligations, to improve service quality, and to support participants' goals, independence, and wellbeing.

## **4. How we collect Personal Information**

We may collect personal information from the following sources:

- a) Directly from you including when you create an account, visit or use the Services, communicate with us, or otherwise provide us with your personal information;
- b) Automatically through the Services including from your device when you purchase our products or services or visit our websites, and through the use of cookies and similar technologies;
- c) From our service providers including when we engage them to enable certain technology and when they collect or process your personal information on our behalf;
- d) From our partners or other third parties.

## **5. How we use your personal information**

- a) Information we collect from you is used to fulfil the service you have requested from us such as a purchase of a Product from our Website, or a response to an enquiry sent through to AidBox using the "Contact" page on our Website.
- b) The sale of certain vision and hearing equipment available on our Website will be undertaken by third-party providers. We therefore may disclose your Personal Information to such third-party providers for the purposes of fulfilling your order.
- c) We may require your Personal Information to be provided to a third party such as a freight forwarder in the case of a purchase dispatch in which case we will ensure that this is done in a secure manner to safeguard your Personal Information from unauthorised access or disclosure. Please note the above does not include credit card transactions which are handled separately through an online merchant facility for increased security and protection.

- d) We may use information collected from or about you for the purpose of sending you marketing and promotional information and materials. If you wish to opt out of receiving direct marketing communications from AidBox, please use the “unsubscribe” option (in the case of e-mail communications) or contact us directly using the details below.

The Services may provide links to websites or other online platforms operated by third parties. If you follow links to sites not affiliated or controlled by us, you should review their privacy and security policies and other terms and conditions. We do not guarantee and are not responsible for the privacy or security of such sites, including the accuracy, completeness, or reliability of information found on these sites.

Information you provide on public or semi-public venues, including information you share on third-party social networking platforms may also be viewable by other users of the Services and/or users of those third-party platforms without limitation as to its use by us or by a third party. Our inclusion of such links does not, by itself, imply any endorsement of the content on such platforms or of their owners or operators, except as disclosed on the Services.

## **6. Security and Retention of your Personal Information**

- a) Disability Australia Group Pty Ltd is committed to protecting the security of your Personal Information. We use a variety of industry-standard security technologies and procedures to help protect your Personal Information from unauthorised access, use, and disclosure.
- b) Please notify us immediately if you become aware of any actual or suspected unauthorised use of your Account, or any breach of security relating to your Account.
- c) No method of transmission over the Internet, or method of electronic storage, is 100% secure, so while Disability Australia Group Pty Ltd uses reasonable efforts to protect your Personal Information, we cannot guarantee its absolute security.
- d) How long we retain your personal information depends on different factors, such as whether we need the information to maintain your account, to provide you with Services, comply with legal obligations, resolve disputes or enforce other applicable contracts and policies.

## **7. Access and Correction**

Participants and stakeholders have the right to access or request correction of their information. Requests are handled promptly, within 30 days, unless legally restricted.

## **8. Complaints**

- a) If you have complaints about how we have dealt with your Personal Information, including any breaches by us of the Privacy Act or the Australian Privacy Principles, you are able to submit that complaint by contacting us using the details below. We may ask you to provide additional information regarding your complaint as well as any supporting evidence and information.

- b) If you are not satisfied with the outcome of our investigation, you can contact us to raise your concerns, and where still dissatisfied you may wish to contact the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)) by telephone or through an online enquiry or by post .

## **9. Changes to this Privacy Policy**

- a) We may update this Privacy Policy from time to time. We will post the updated Privacy Policy on our Website, so please check regularly for any updates. The updated Privacy Policy will take effect from the date of posting.
- b) Your continued use of our Website, or provision of further Personal Information to us after this Privacy Policy has been updated, will constitute your acceptance of the amended Privacy Policy.

## **10. Contact Details**

Privacy Officer - Disability Australia Group Pty Ltd

Email: [privacy@disabilityaustraliagroup.com.au](mailto:privacy@disabilityaustraliagroup.com.au)

Phone: 02 96878271

Address: P.O Box 41, Oatlands, NSW 2117

Provider number: 4050132663

## **11. Responsibilities of Workers**

All our employees maintain confidentiality, use data only as required for their role, and return all confidential information upon ending employment. They are legally obligated not to share, alter, or misuse participant information under any circumstances.