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PRIVACY STATEMENT

Muddy Puddles understands that privacy is important and is committed to handling personal information in accordance with applicable privacy laws. These laws regulate the collection, storage and disclosure of personal information. This privacy statement provides information about the personal information collected by Muddy Puddles and the way in which that information is used.

This applies to all children and young people, and the families and carers of children, who are receiving services from Muddy Puddles.

Users of the Muddy Puddles website acknowledge and understand that externally managed computer applications such as e-mail, payment systems, website tracking and surveys may be hosted by organisations in countries other than Australia, and therefore are not covered by Australian privacy laws.

What information does Muddy Puddles collect about me?

Muddy Puddles may collect, and use, the following types of information:

- Client name and date of birth
- Client representative name and contact details
- The contact details of the person to call in case of emergency
- Details about the client's disability
- Details about the types of support you or your child/family would like
- Details about your eligibility for certain types of funding (eg. NDIS)

How does Muddy Puddles use this information?

- To help develop the support plan for you or your child
- To communicate with you about services and programs
- Collect payments from you
- To assist you in applying for funding or accessing other services

Who else may receive information about me?

- Members of our team, including our health and education professionals
- Other organisations that you have provided consent for us to contact
- Unless otherwise required by Australian law, Muddy Puddles **will not**, without your consent publish or disclose information about you to anyone who is not authorised to see it

How are my records kept?

- All client records are stored electronically in our client management system
- Any paper files are securely stored in a locked filing cabinet to which only a small number of Muddy Puddles team members have access

Can I access my records?

Muddy Puddles will provide you with access to your information, in your preferred format. You may incur a small charge for administration. If access is refused in accordance with Australian law, we will provide a written explanation.

What should I do if I feel that my privacy has not been respected?

- You should lodge a complaint in writing to info@muddypuddles.org.au
- If you feel you have not been heard after this, you have the right to lodge a complaint with the Office of the Australian Privacy Commissioner by contacting them on 1300 363 992.

A full copy of our Privacy Policy can be obtained from Muddy Puddles by calling 02 4472 6939.

