

Privacy Policy

Effective Date: 2 August 2026

At **Louisa's Quality Care**, we are committed to protecting your privacy and handling your personal information with care, respect and confidentiality.

Australian Privacy Laws

Louisa's Quality Care is committed to protecting your privacy and handling your personal information responsibly. We manage personal information in accordance with the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988 (Cth)* where applicable.

Information We Collect

We may collect personal information including:

- Your name
- Phone number
- Email address
- Information you provide through our contact form or by contacting us
- Information required to provide NDIS support services

How We Use Your Information

We use your information to:

- Respond to enquiries
- Provide personalized support services
- Communicate with you regarding our services
- Meet our legal and regulatory obligations
- Improve our services and website

Storage and Security

We take reasonable steps to protect your personal information from unauthorized access, loss, misuse, or disclosure. Your information is stored securely and is only accessible to authorized personnel.

Data Retention

We keep personal information only for as long as it is required to provide our services, meet our legal and regulatory obligations, resolve disputes, and maintain appropriate business records. When personal information is no longer required, we take reasonable steps to securely destroy or de-identify it.

Sharing Your Information

We will not sell or rent your personal information.

We may disclose your information:

- With your consent
- When required by law
- To trusted service providers who assist us in operating our business and are required to protect your information

Third-Party Service Providers

We may use trusted third-party service providers to help us operate our business, including secure email, cloud storage, website hosting, and business management systems. These providers are required to protect your personal information and only use it for the services they provide to us.

Website

Our website may collect basic technical information such as your browser type, pages visited, and website usage statistics to help improve your experience.

Our website may also use cookies to improve functionality and analyse website traffic. You can choose to disable cookies through your web browser settings, although some parts of the website may not function as intended.

Access and Correction

You may request access to the personal information we hold about you or ask us to correct inaccurate information by contacting us.

Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

Privacy Complaints

If you believe your privacy has been breached or you have concerns about how your personal information has been handled, please contact us using the details below.

We will acknowledge your complaint, investigate the matter, and aim to respond within a reasonable timeframe. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Contact Us

If you have any questions about this Privacy Policy or how your information is handled, please contact:

Louisa's Quality Care

Phone: 0476 194 823

Email: admin@louisasqualitycare.com.au

