



PRIVACY POLICY

Wicked Wheelchairs is committed to providing quality services to you. This policy outlines our ongoing obligations to you in respect of how we manage your personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). These principals govern the way we collect, use, disclose, store, secure and dispose of your Personal Information.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: your name, address, email address, phone numbers. Details of consultation sessions and equipment, modifications and orders you have placed with us. In the case of Financial Plan Management, this will include bank details and other financial information.

This Personal Information is obtained in many ways including consultation sessions, interviews, email and correspondence, telephone or via our website www.wickedwheelchairs.com.au and from third parties such as family, support workers or guardians who may assist you.

We collect your Personal Information so we can provide high quality services to you based on your identified needs and requirements. We also use this information to contact you about products and services we are supplying to you.

We may also use your Personal Information for sending you e-newsletters, which you can unsubscribe to at any time.

Before you provide us with your personal information you will need to sign a Client Declaration form that gives us the right to lawfully collect your information. When we collect Personal Information, we will explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, religious or philosophical beliefs, or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored securely within our Customer Relationship Management system (CRM) in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to permanently de-identify or remove it from our CRM system.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it. If you wish to access your Personal Information, please contact us in writing.

Wicked Wheelchairs will not charge any fee for your access request. In order to protect your Personal Information, if a third-party requests access to your Personal Information, we will seek your written authority before disclosure.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

A copy of the Australian Privacy Principles can be downloaded from The Office of the Australian Information Commissioner at www.aaic.gov.au

If you have any questions or complaints about our Privacy Policy, please contact us at:

Wicked Wheelchairs

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www.wickedwheelchairs.com.au