

Privacy Policy for Lanara

Last Updated: 28 August 2025

Lanara ("we", "us", or "our") is committed to protecting the privacy of your personal information. This Privacy Policy outlines how we collect, use, disclose, and manage personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) and the NDIS Code of Conduct.

This policy applies to all personal information we collect, whether through our website (<https://lanara.com.au>), in person, over the phone, or through other means.

1. What is personal information?

Personal information is any information or an opinion about an identified individual, or an individual who is reasonably identifiable. This may include your name, address, date of birth, contact details, and other information that is relevant to the services we provide.

Sensitive information is a subset of personal information that is given a higher level of protection under the law. It includes information about your health, disability, racial or ethnic origin, political opinions, religious beliefs, sexual orientation, or criminal record.

2. What personal information do we collect and hold?

We collect personal information that is necessary for us to provide you with our services. The types of personal information we may collect include:

- **Contact details:** such as your name, address, email address, and phone number.
- **Personal details:** such as your date of birth, gender, and NDIS participant number.
- **Sensitive information:** such as information about your health, disability, and support needs. We will only collect sensitive information with your consent, or where we are otherwise permitted to do so by law.
- **Information about your family and support network:** such as the names and contact details of your family members, carers, and other support providers.
- **Financial information:** such as your bank account details for billing purposes.
- **Website usage information:** such as your IP address, browser type, and operating system, which we may collect when you visit our website.

3. How do we collect personal information?

We will always endeavour to collect personal information directly from you, unless it is unreasonable or impracticable to do so. We may collect personal information from you in a number of ways, including:

- When you fill out a referral form or other application form.
- When you contact us by phone, email, or in person.
- When you use our website.
- From your authorised representatives, such as your family members, carers, or support coordinators.
- From third parties, such as your doctor or other healthcare providers, with your consent.

4. Why do we collect, hold, use, and disclose personal information?

We collect, hold, use, and disclose personal information for the following purposes:

- To assess your eligibility for our services.
- To develop and implement your support plan.
- To provide you with our services.
- To communicate with you and your authorised representatives.
- To comply with our legal and regulatory obligations, including our obligations under the NDIS.
- For billing and administrative purposes.
- To improve our services.

We will not use or disclose your personal information for any other purpose without your consent, unless we are required or authorised to do so by law.

5. Who do we disclose personal information to?

We may disclose your personal information to:

- Our employees and contractors who are involved in providing you with our services.
- Your authorised representatives, such as your family members, carers, or support coordinators.
- Third-party service providers who assist us in providing our services, such as IT providers and payment processors.

- Government agencies, such as the National Disability Insurance Agency (NDIA) and the NDIS Quality and Safeguards Commission.
- Your doctor or other healthcare providers, with your consent.
- Anyone else to whom you authorise us to disclose it.

We will not disclose your personal information to overseas recipients without your consent.

6. How do we hold and protect personal information?

We take reasonable steps to protect your personal information from misuse, interference, and loss, and from unauthorised access, modification, or disclosure. We hold personal information in both electronic and hard copy formats. We use a range of security measures to protect your personal information, including:

- Secure storage of paper records.
- Password protection for electronic records.
- Staff training on privacy and data security.

We will destroy or de-identify your personal information when it is no longer needed for the purposes for which it was collected.

7. How can you access and correct your personal information?

You have the right to access the personal information we hold about you. You can also request that we correct any personal information that is inaccurate, out of date, incomplete, irrelevant, or misleading.

To request access to or correction of your personal information, please contact us using the details below. We will respond to your request within a reasonable timeframe.

8. How can you make a complaint?

If you have a complaint about how we have handled your personal information, please contact us using the details below. We will investigate your complaint and provide you with a response in a timely manner.

If you are not satisfied with our response, you can make a complaint to the Office of the Australian Information Commissioner (OAIC). The OAIC can be contacted on 1300 363 992 or at www.oaic.gov.au.

9. Contact Us

If you have any questions about this Privacy Policy or our privacy practices, please contact us:

- **By phone:** 1300-1-LANARA (1300-1-526-272)
- **By email:** info@lanara.com.au