



No Limits
SUPPORT COORDINATION

Privacy Policy

At **No Limits Support Coordination** (“we,” “us,” or “our”), we value your privacy and are committed to protecting your personal information in accordance with the **Commonwealth Privacy Act 1988**. This Privacy Policy outlines:

1. What information we collect and hold about you.
2. How and why we collect it.
3. How we use your information and who we share it with (and when).
4. Your rights regarding access to and correction of your information.
5. How we protect your personal information.
6. How we handle cookies and links to third-party websites.
7. Changes to this Privacy Policy.
8. How to contact us.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** This includes your name, address, date of birth, email, phone number, and any other details you provide when interacting with us.
- **Health Information:** Details about your condition, medical history, medications, and other relevant health data necessary for your care.
- **Financial Information:** Billing information, Medicare number, NDIS number, private health fund details, or other payment methods.
- **Non-Personal Information:** Such as IP addresses, browser type, operating system, and browsing behavior to enhance website functionality.
- **Social Media Interactions:** Comments, likes, opinions, or feedback related to our services.

2. How We Collect Your Personal Information

We collect personal information in the following ways:

- Directly from you during consultations, through registration forms, or via our website.
- From a person responsible for you.
- From third parties such as government agencies (e.g., Medicare, NDIS) or private health insurers.
- Through video consultations or social media interactions.



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3. How We Use Your Information

We use your personal information for:

- Providing and improving our services.
- Responding to inquiries and communicating with you.
- Administrative purposes, such as billing and reporting to regulatory bodies.
- Enhancing user experience by analyzing website usage patterns.

4. Sharing Your Information

We respect your privacy and do not sell your personal information. However, we may share it with:

- **Service Providers:** Third parties who assist in operations, such as billing and IT services.
- **Health Professionals:** Involved in your care, such as therapists or doctors, etc.
- **Legal Compliance:** To meet legal obligations, such as responding to subpoenas or mandatory reporting requirements.

5. Data Security

We take reasonable steps to protect your information from unauthorized access, modification, or disclosure. Measures include:

- Secure cloud storage.
- Access restricted to authorized personnel.
- Password-protected systems and encryption.
- Destroying data when legal retention periods expire.

6. Cookies and Third-Party Links

- **Cookies:** Our website uses cookies to enhance your experience and analyze usage. You can manage your cookie preferences via browser settings.
- **Third-Party Links:** Our site may contain links to other websites. We are not responsible for their privacy practices, so please review their policies.



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7. Your Rights

You have the right to:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Request updates to inaccurate or incomplete information.
- **Deletion:** Request removal of your personal data, subject to legal exceptions.
- **Opt-Out:** Unsubscribe from marketing communications.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When changes are made, the updated policy will be posted on our website with a revised "Effective Date."

9. Contact Us

If you have any questions or concerns, please contact us:

No Limitts Support Coordination

Email: sc@nolimitssc.org.au

Phone: 1800 66 54 64

Address: Suite 1, 38 Main St, Ellenbrook WA 6069