



Privacy Policy

Evolve Well Health

1. Introduction

At Evolve Well Health, we are committed to protecting your privacy and handling your personal and sensitive information responsibly. This Privacy Policy explains how we collect, use, store, and disclose your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. Evolve Well Health is not a registered NDIS provider. Some practitioners within the practice are individually registered with the NDIS and deliver services in accordance with their professional obligations, including relevant **NDIS Practice Standards** and safeguarding requirements.

We are also committed to respecting your rights as an NDIS participant or client, including your right to privacy, dignity, and informed decision-making.

2. Definitions

2.1. "**We**," "**us**," or "**our**" refers to Evolve Well Health.

2.2. "**You**" refers to our clients, website visitors, or individuals interacting with our services.

2.3 "**NDIS**" refers to the National Disability Insurance Scheme

3. What Information We Collect

We may collect personal and sensitive information to provide services and maintain a professional relationship. This may include:

Personal Information:

- Name, contact details, date of birth, address, emergency contacts
- GP/healthcare provider details
- Medicare or NDIS number or plan details

Sensitive Information (Health-Related):

- Medical and developmental history
- Case notes and session records
- Assessment results
- Reports from other professionals (e.g., psychologists, paediatricians, educators)
- Cultural background or identity (e.g., Aboriginal or Torres Strait Islander status)
- Guardianship or legal status, where applicable

Other Information:

- Financial details for billing and payment
- Website or digital data (e.g., cookies, device information)
- Any other information you provide voluntarily

For participants under 18, or those with appointed guardians or nominees, we collect this information with the involvement and consent of the authorised person.

4. How We Collect Information

We may collect information:

- Directly from you during intake, forms, emails, phone calls or in-person conversations
 - From authorised representatives, guardians, or nominees
 - From referring professionals (e.g., GPs, NDIS coordinators) with your consent
 - From other third parties (e.g., schools, allied health providers) where necessary and consented
 - Automatically through our website (cookies, analytics, or online forms)
 - From your use of our services (e.g., session notes and records)
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5. Why We Collect Your Information

We collect and use your personal information to:

- Deliver safe, effective, and appropriate therapeutic services
- Communicate with you about appointments, updates, and resources
- Coordinate care with other professionals (with your consent)
- Maintain accurate clinical and administrative records
- Fulfil NDIS or legal reporting obligations
- Improve our services and systems
- Send updates or newsletters with your permission
- Manage billing and funding through Medicare, NDIS, or other means

All information is collected with **informed consent**, either written or verbal, and will only be used for the purposes for which it was collected.

6. How Your Information is Stored and Protected

We take all reasonable steps to keep your information safe.

- **Digital records** are stored in encrypted, password-protected systems such as Splase and OneDrive, accessible only to authorised staff.
- **Hard-copy records**, where used, are kept in locked filing cabinets in a secure office.

We retain client records for **at least 7 years** after the last contact, or longer where legally required. After this period, data is securely deleted or de-identified.

7. Disclosure of Information

We will only share your information:

- With your consent, to coordinate care with others (e.g., support coordinators, health providers)
- In emergencies, to protect your vital interests
- Where required by law (e.g., serious risk, mandatory reporting, subpoenas)
- For regulatory compliance or investigations (e.g., with the NDIS Commission)

We do **not sell, rent, or trade your personal information** to any third parties for marketing purposes.

All third-party disclosures are made with your informed consent unless required otherwise by law.

8. Your Rights

You have the right to:

- Request access to the personal or health information we hold about you
- Request corrections if any of your information is inaccurate, out-of-date, or incomplete
- Withdraw consent (where applicable) for how we use or share your information
- Be informed of how your information is used under the **NDIS Practice Standards and Participant Rights**

To request access or changes, please email us at info@evolvewellhealth.com. We aim to respond within **30 days**.

9. Website and Online Data

We may collect limited data when you visit our website, including:

- Browser and device information
- IP address
- Pages visited and time spent on our site

This helps us improve our digital services. You can opt out of cookies through your browser settings. We do not use this information for marketing unless you opt-in.

10. Making a Privacy Complaint

If you believe your privacy has been breached or mishandled, you can contact us directly at:

info@evolwellhealth.com

We will review your concern and aim to resolve it respectfully and promptly.

If you are not satisfied with our response, you can contact:

Office of the Australian Information Commissioner (OAIC)

1300 363 992 | www.oaic.gov.au

For NDIS participants, you may also contact the:

NDIS Quality and Safeguards Commission

1800 035 544 | www.ndiscommission.gov.au

11. Policy Updates

This policy may be updated from time to time to reflect changes in privacy laws or operational needs. The latest version is available on our website or by request.

We take your privacy seriously and are committed to maintaining the confidentiality and security of your personal information. By accessing our services, you consent to the practices described in this Privacy Policy.

Contact Details:

Evolve Well Health

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www.evolwellhealth.com