

Privacy Policy – After Hours Response

1. Introduction

After Hours Response (“we”, “our”, “us”) is committed to protecting the privacy and confidentiality of personal and sensitive information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Given the nature of our services within the NDIS sector, we recognise the importance of safeguarding participant, staff, and organisational information at all times—especially during afterhours operations.

2. What Information We Collect

a) Personal Information

- Names, contact details (phone, email, address)
- Employment details of staff (e.g. support workers, coordinators)
- Organisational contact details of our clients

b) Sensitive Information

- Participant-related information relevant to incident response
- Health or disability-related information (limited to what is necessary)
- Incident and risk-related information

3. How We Collect Information

- Direct communication (phone calls, emails, onboarding)
- Afterhours call handling and incident reporting
- Client systems and authorised platforms
- Service agreements and operational documentation

4. Why We Collect and Use Information

- Delivering afterhours operational support services
- Managing incidents, emergencies, and escalations
- Coordinating staff rostering and shift coverage
- Ensuring continuity of care for participants
- Communicating with authorised representatives
- Meeting legal, regulatory, and NDIS-related obligations

5. Disclosure of Information

We may disclose information to:

- Authorised representatives within client organisations
- Support workers and operational personnel as required
- Emergency services where necessary
- Regulatory bodies where required by law

We do not sell or trade personal information.

6. Data Security

We take reasonable steps to protect information from misuse, loss, unauthorised access, or disclosure, including:

- Secure communication systems
- Access controls and role-based permissions
- Staff confidentiality obligations
- Secure data storage practices

7. Access and Correction

You may request access to or correction of your personal information by contacting us. We will respond within a reasonable timeframe in accordance with the Australian Privacy Principles.

8. Retention of Information

We retain information only for as long as necessary to deliver our services, meet legal and compliance obligations, and support operational and audit requirements.

9. Complaints

If you have concerns about how your information is handled, you may contact us. If unresolved, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

10. Contact Us

After Hours Response

Email: info@ahresponse.com.au

Phone: 03 7058 0720