



# Privacy Policy

## Responder Group Pty Ltd

Responder Group Pty Ltd ("Responder Group", "we", "us" or "our") is committed to protecting your privacy and handling personal information in an open and transparent way, in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, store, disclose and protect personal information in connection with our subscription-based services and related offerings.

## 1. Your Personal Information Is Important to Us

We recognise that providing personal information is an act of trust. We take this responsibility seriously and are committed to ensuring that your personal information is handled securely and lawfully.

Unless you consent otherwise, this Privacy Policy governs how Responder Group manages personal information that we collect.

## 2. The Types of Services Covered by This Policy

Responder Group provides services through **subscription-based offerings**, which may include (but are not limited to):

- Employee wellbeing and Responder Care subscriptions
- Critical incident response support
- Psychological, wellbeing and support services delivered through approved providers
- Training, education and resource access provided under subscription plans
- Case coordination, reporting and program administration associated with subscriptions

This Privacy Policy applies to all personal information collected in connection with these subscription services.

## 3. Collecting Personal Information

We collect personal information that is reasonably necessary to deliver our subscription services effectively.

### 3.1 Information We Collect

This may include:

- Name, contact details and employment-related information
- Date of birth, gender or other identifying information (where relevant)
- Information required to administer subscriptions and access services
- Sensitive information (including health or wellbeing information) where required for service delivery and only with consent or where permitted by law

Personal information is generally collected directly from you, your employer, or an authorised referrer as part of a subscription arrangement.

If required information is not provided, we may be unable to deliver some or all services included in the subscription.

## 4. How We Use Personal Information

We use personal information for purposes including:

- Delivering services included within your subscription
- Managing referrals, bookings, and service coordination
- Communicating with you about your subscription or services
- Administration, billing and reporting
- Quality assurance, risk management and service improvement
- Complying with legal and regulatory obligations

We will not use personal information for purposes unrelated to the above without consent or unless permitted by law.

## **5. Storage and Security of Personal Information**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Security measures include:

- Secure electronic systems with controlled user access
- Use of cloud-based platforms with appropriate security safeguards
- Internal policies governing data handling and confidentiality
- Limiting access to personal information to authorised personnel only

Some limited information may be held in secure electronic files for administration, quality assurance, and reporting purposes.

## **6. Data Quality**

We take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, up to date, complete and relevant.

You are encouraged to notify us if any of your personal details change.

## **7. Access to and Correction of Personal Information**

You may request access to personal information we hold about you and request correction if you believe it is inaccurate, out of date or incomplete.

Requests should be made in writing using the contact details set out below. We will:

- Acknowledge requests within 14 days
- Respond within a reasonable timeframe (generally within 30 days)

In some limited circumstances, access may be refused where permitted by law. If access is denied, we will provide reasons.

## **8. Disclosure of Personal Information**

We may disclose personal information:

- To service providers engaged to deliver services within your subscription
- To employers or organisations who hold the subscription (where relevant and permitted)
- Where required or authorised by law
- With your consent

We do not sell personal information.

## 9. Overseas Disclosure and Use of Airtable

Responder Care uses **Airtable**, a cloud-based data management platform, to store and manage client and service-related information.

As Airtable may store data on servers located outside Australia (including the United States), personal information may be transferred and stored overseas.

We take reasonable steps to ensure that overseas recipients, including Airtable, handle personal information in a manner consistent with Australian privacy laws and appropriate security standards.

## 10. Mandatory Notifiable Data Breaches

Responder Care complies with the *Notifiable Data Breaches Scheme* under the *Privacy Act 1988 (Cth)*.

If we become aware of an eligible data breach that is likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required by law.

## 11. Questions, Concerns or Complaints

Privacy matters are managed by our management team.

If you have any questions, concerns or complaints about this Privacy Policy or how your personal information is handled, please contact: [admin@respondercare.com.au](mailto:admin@respondercare.com.au)

We will take all privacy concerns seriously and aim to resolve them promptly.

## 12. Changes to This Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes to our practices, services or legal obligations.

The most current version will be made available upon request or through our website.

## 13. Further Information

For more information about privacy rights and obligations, you may contact the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au).

*This Privacy Policy has been prepared as a general statement of Responder Care's privacy practices and should be read in conjunction with applicable subscription terms and conditions.*