



Ngudu-wirlang Consultancy

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COMPLAINTS POLICY

Introduction

Ngudu-wirlang Consultancy is committed to protecting the privacy of your personal information. This privacy policy explains how we collect, store, and handle your personal information.

What kinds of personal information we collect and store

We collect and store the following types of personal information:

- Your personal details (name, date of birth)
- Contact details (such as email address, phone number, and physical address)
- Disability specific information (sensitive information regarding your diagnosis and/or chronic health conditions)
- NDIS plan details (plan or self-managed clients only service)
- NDIS stakeholders (Support Coordinator, support staff, service providers)

How we collect personal information and where it is stored

We collect personal information in the following ways:

- When you provide it to us directly, such as when you contact us through our online forms, website or by phone
- When you provide it to us indirectly, such as when we obtain it from a third party through incoming referrals to Ngudu-wirlang Consultancy

We store your personal information in a secure database hosted in Ngudu-wirlang Consultancy's One Drive cloud storage.

What type of information we collect on our website

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history.

We may use software tools to analyse, measure and collect session information, including page response times, length of visits to certain pages, page interaction

information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

Why we need to collect personal information

We need to collect personal information to:

- Contact you in response to your inquiries or requests
- Provide you with information about our products and services
- Administer and manage our relationship with you
- Liaise with client key stakeholders (with your verbal or written consent ONLY)
- To provide online users with ongoing customer assistance and technical support
- To be able to contact our website visitors and users with general information or personalised service-related notices and promotional messages
- To create aggregated statistical data and other aggregated and/or inferred non-personal information, which we may use to provide and improve our respective services; and
- To comply with any applicable laws, such as the National Child Safe Principles, Disability Services and Inclusion Act 2023, NDIS Act 2013, Cth Privacy Act 1988 other relevant Australian and state regulations

How we'll use and disclose personal information

We will use your personal information for the purposes outlined above. We may also disclose your personal information to:

- Third-party service providers who assist us with our business operations
- Government agencies or law enforcement agencies if required by law
- National Disability Insurance Scheme (NDIS) who may require additional information from Ngudu-wirlang Consultancy, regarding the services you are receiving

Accessing and correcting your personal information

You have the right to access and correct your personal information. To do so, please contact us at ngudu-wirlangconsultancy@outlook.com

Complaints about handling of personal information

If you believe that we have mishandled your personal information, you can lodge a complaint with us at ngudu-wirlangconsultancy@outlook.com . We will handle your complaint promptly and fairly and in accordance with our Complaints Policy and procedures.

Disclosure of personal information

We will not disclose your personal information to anyone without your verbal or written consent.

Changes to this privacy policy

We reserve the right to update this privacy policy at any time. Any changes will be posted on our website.

Contact

If you have any questions about this privacy policy or would like to request access to or correction of your personal information, please contact us at ngudu-wirlangconsultancy@outlook.com

By submitting your personal information to us, you consent to the collection, storage, and use of that information in accordance with this privacy policy.