

Your Privacy

This summary explains how Anchor Support Group handles your information. You can ask us to explain anything that is unclear.

What we collect and why

We collect information needed to organise and provide your support. This may include your contact details, goals, support needs, relevant health information, funding details and records of the support you receive.

We use this information to plan your support, communicate with you, manage payments, respond to concerns and meet our record-keeping obligations.

Your choices matter

We explain what information we need and why. We ask for your consent where required, including explaining any proposed photos, video or audio recordings.

You can ask questions, ask what happens if you do not provide information, or change or withdraw your consent. We will explain how this may affect your support and any records we still need to keep.

How we protect and share information

We keep your records secure and limit access to people who need the information for their work. We share information with your consent or where the law permits or requires it.

We will discuss what information may be shared with family, an advocate or another support person. Choosing someone to support you does not mean they automatically receive all your records.

Seeing or correcting your information

You can ask to see your information or have something corrected. We may need to check your identity first. If we cannot fulfil your request, we will explain why and how you can raise a concern.

Questions or concerns

Contact hello@anchorsupportgroup.com.au or call 1800 601 830. You can have someone help you speak with us.

If you remain concerned, the Office of the Australian Information Commissioner explains when it can consider a privacy complaint. It generally asks you to complain to the organisation first.

<https://www.oaic.gov.au/privacy/privacy-complaints>

This is a participant summary, not the full privacy policy. Ask us for more information about how your records are handled.