

Helping Heroes is committed to providing high quality services for our clients, including protecting your privacy. We collect personal information from you, or about you from people you have consented us to, to assist you in getting the most out of your rehabilitation plan.

Helping Heroes takes reasonable steps to securely store your personal information. We ensure that it is protected from unauthorised access, loss, misuse, disclosure, interference and/or modification.



PERSONAL INFORMATION WE COLLECT

Personal information is any information that can be used to identify you. Helping Heroes will collect personal information about you, including the below:

- Name, address and date of birth
- Employment information (if applicable)
- Health and medical information about your physical and mental health, disabilities or health services being received
- Information pertaining to vocational activities
- Any other information about your need for rehabilitation services



HOW WE USE AND DISCLOSE YOUR PERSONAL INFORMATION

Helping Heroes will only share your information with :

- The party responsible for your rehabilitation program
- Your treating doctors, hospitals and/or health professionals
- Responding to enquiries and providing information that has been requested to support services you are receiving
- Other parties where the release of information is authorised by law

INFORMATION WE DO NOT COLLECT

Helping Heroes will not collect sensitive information, unless:

- You have consented (e.g. police checks for community volunteering activities)
- The collection is required and permitted by law
- The collection of information is necessary to prevent a serious or imminent threat to the life or death of a person



YOUR RIGHTS TO ACCESS YOUR PERSONAL INFORMATION

You have the right to request access to your personal information that Helping Heroes holds about you by contacting us at info@helpingheroes.com.au



PRIVACY COMPLAINTS OR CONCERNS

If you have a complaint or concern relating to your privacy, please contact us at info@helpingheroes.com.au utilising our Feedback Form available online at www.helpingheroes.com.au