

# Privacy Policy



**Effective Date:** Wednesday 2<sup>nd</sup> April 2025

At **Solution Focused Care Services**, we are committed to safeguarding your personal information in compliance with the **Privacy and Responsible Information Sharing Act 2024 (WA)**. This policy outlines how we collect, use, store, and disclose your information while ensuring transparency and accountability.

## 1. Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Full name, residential address, phone number, and email address.
- **Demographic Data:** Date of birth, gender, cultural background, and language preferences.
- **Health and Support Details:** Information necessary to deliver tailored care and support services.
- **Service Usage Data:** Details about the services accessed and client preferences.
- **Technical Data:** IP addresses, browser types, and website usage patterns for optimisation purposes.

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**SOLUTION FOCUSED**  
— CARE SERVICES —  
REAL PEOPLE | REAL SUPPORT | REAL CARE

## 2. How We Use Your Information

We use personal information to:

- Provide and manage services tailored to your needs.
- Develop personalised care plans.
- Communicate with you regarding updates, inquiries, or service delivery.
- Comply with the **Privacy and Responsible Information Sharing Act 2024 (WA)** and other regulatory requirements.
- Enhance our services through feedback and analysis.

## 3. Disclosure of Your Information

We respect your privacy and do not sell personal information. Disclosure occurs only under specific circumstances:

- **With Consent:** Sharing information with healthcare providers or partner organisations.
- **Legal Obligations:** Disclosures required under the **Privacy and Responsible Information Sharing Act 2024 (WA)**, such as mandatory reporting.
- **Emergencies:** Sharing essential information to prevent harm or ensure safety.
- **Confidential Agreements:** Ensuring any disclosed data is protected by confidentiality clauses.

## 4. Data Security

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We employ industry-standard security measures to safeguard your information against unauthorised access, alteration, or disclosure. However, no system can guarantee absolute security.

## 5. Your Rights Under the Privacy and Responsible Information Sharing Act 2024 (WA)

You have the right to:

- Access and request updates to your personal information.
- Seek correction or deletion of data where lawful.
- Withdraw consent for data processing.
- Lodge complaints with the **Information Commissioner** if you believe your privacy rights are being violated.

## 6. Use of Cookies

Our website uses cookies to improve your browsing experience. You can manage or disable cookies through your browser settings as per your preference.

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## 7. Changes to This Policy

We reserve the right to update this Privacy Policy in compliance with the **Privacy and Responsible Information Sharing Act 2024 (WA)** and evolving regulations. Please review this page periodically for updates.

## 8. Contact Us

If you have questions or concerns regarding this Privacy Policy or your personal information, please contact us:

**Solution Focused Care Services Pty Ltd.**

Email: [support@solutionfocusedcareservices.com.au](mailto:support@solutionfocusedcareservices.com.au)

Phone: +61 480 606 961