



Your Privacy and Information

Bloom Healthcare works with people to help them reach their goals. We collect personal information to help us do this safely and well.

We respect your privacy and will protect your information.

<https://bloom-healthcare.com.au/privacy-policy/>

What This Policy Is About

This policy explains:

- What personal information we collect
- Why we collect it
- Who can see it
- How we keep it safe
- What your rights are

We follow the rules in the **Privacy Act 1988 (Australia)**.

What Is Personal Information?

Personal information means any information that can identify you.

For example:

- Your name, date of birth or address
- Your health or disability details
- Your support needs
- Information about your services

Why We Collect Your Information

We collect your personal information so we can:

- Give you the best support
- Understand what services you need
- Keep records of our work
- Help with complaints if needed

Who Can See Your Information?

Only the people who need your information to do their job can see it.

We might share your information with:

- Other health professionals
- Your family or support person
- The police or law authorities (if we have to by law)
- Your Support Coordinator or referrer
- Community or legal services

We will only share your information with others if:

- You give us written consent, or
- The law requires us to

We do not sell or trade your personal information.

How We Store Your Information

We keep your information in a safe computer system.

Only authorised staff can see it.

We do not keep hard copies — they are destroyed after being uploaded securely.

We protect your information with:

- Passwords
- Secure systems
- Staff training
- Regular system checks

Can You See or Fix Your Information?

Yes. You can:

- Ask to see your personal information
- Ask us to correct anything that is wrong
- Just contact us and we will help you.

Keeping Your Information Safe

- Only staff who need to know your information can access it
- We back up our systems regularly
- Staff must use strong passwords
- We destroy information when it is no longer needed

Training

All staff at Bloom Healthcare:

- Learn how to keep your information safe
- Follow privacy rules
- Are trained regularly in privacy and confidentiality

What If There's a Privacy Problem?

If something goes wrong with your information (like a data breach), we will:

- Respond quickly
- Tell the right people (including you, if needed)
- Take steps to fix the problem

Feedback or Complaints

If you have a question or complaint about privacy:

- Talk to your clinician or manager
- Or email: hello@bloom-healthcare.com.au

We take all privacy concerns seriously and will look into them.

Reviewing This Policy

We review this policy every year to:

- Make sure it's up to date
- Check if we're following it properly
- Make changes if we need to