

# PRIVACY POLICY

## 1 INTRODUCTION

This document sets out the privacy policy of Blue Fox Health Pty Ltd ABN 98 663 717 020 (referred to in this privacy policy as 'we', 'us', or 'our').

We take our privacy obligations seriously and we've created this privacy policy to explain how we store, maintain, use and disclose personal information.

We are committed to preventing serious invasions of privacy and ensuring the protection of your personal information, so you can contact us using the details below if you have any questions or concerns.

By providing personal information to us, you consent to our storage, maintenance, use and disclosure of personal information in accordance with this privacy policy.

Where we collect sensitive information, including health information, disability information, NDIS participant information or information about your support needs, we will seek your consent to collect that information unless another exception applies under privacy laws. Where consent is required, you should provide this consent through an affirmative action, such as ticking a dedicated consent box in the Platform.

If you do not provide consent where it is required, or if you withdraw your consent, we may be unable to provide some Platform functionality or services to you, including matching, onboarding, service coordination or NDIS support services.

We may change this privacy policy from time to time by posting an updated copy on our website and we encourage you to check our website regularly to ensure that you are aware of our most current privacy policy.

## 2 TYPES OF PERSONAL INFORMATION WE COLLECT

The personal information we collect may include the following:

- (a) name;
- (b) mailing or street address;
- (c) email address;
- (d) social media information;
- (e) telephone number and other contact details;
- (f) age;
- (g) date of birth;
- (h) payment, billing, NDIS plan management or funding information;
- (i) information about your business, personal circumstances, disability, support needs, health, allied health needs, NDIS participant status, service preferences and worker preferences;
- (j) information in connection with client surveys, questionnaires and promotions;
- (k) your device identity and type, I.P. address, address-based location information, geo-location information if enabled, page view statistics, advertising data and standard web log information, including information used to display, filter or match Participants and Workers by proximity;
- (l) information about third parties, including carers, guardians, nominees, plan managers, support coordinators, emergency contacts and health practitioners;
- (m) ratings, reviews, feedback, messages and other information provided by you through the Blue Fox Health mobile application, website or online presence, or otherwise required by us or provided by you.

- (n) The sensitive information we collect may include health information, disability information, information about NDIS supports, information about how you identify, service notes, worker credentials and information required to assess suitability for particular services.

### **3 PERSONAL INFORMATION OF MINORS**

If we collect personal information from individuals under the age of 18, we will assess their capacity to consent on a case-by-case basis in accordance with the Australian Privacy Principles (**APP**) Guidelines. As a general principle, an individual under the age of 18 may have the capacity to consent if they demonstrate sufficient maturity to understand the nature and consequences of what is being proposed. Where it is determined that the individual does not have such capacity, we will seek verifiable consent from a parent or guardian.

If it is not practicable to assess capacity on a case-by-case basis, we will generally assume that individuals aged 15 and above have the capacity to provide consent, unless there are reasonable grounds to believe otherwise. Parents or guardians may contact us using the contact details below to review, manage, or request deletion of their child's personal information.

### **4 HOW WE COLLECT PERSONAL INFORMATION**

We may collect personal information either directly from you, or from third parties, including where you:

- (a) contact us through our website, mobile application or Platform;
- (b) receive goods or services from us, including NDIS, allied health or support services;
- (c) submit any of our online sign up, onboarding, worker registration, service request or consent forms;
- (d) communicate with us via email, telephone, SMS, the Platform, social applications (such as LinkedIn or Facebook) or otherwise;
- (e) interact with our website, mobile application, Platform, social applications, services, content and advertising; and
- (f) apply to work or contract with us, register as a worker or practitioner, invest in our business or enquire as to a potential purchase in our business.

We may also collect personal information from you when you use or access our website, mobile application, Platform or our social media pages. This may be done through use of web analytics tools, 'cookies' or other similar tracking technologies that allow us to track and analyse usage. Cookies are small files that store information on your computer, mobile phone or other device and enable and allow the creator of the cookie to identify when you visit different websites or use online services. If you do not wish information to be stored as a cookie, you can disable cookies in your web browser or device settings.

We may use analytics, mapping, hosting, practice management and billing tools to collect and process data, including when you use third party websites or apps. These tools may include services that assist us to assess proximity between Participants and Workers based on addresses provided to us.

We use address-based location information and any geo-location information you choose to provide for matching, service coordination, worker availability, participant choice and safety purposes. We do not require real-time location tracking unless we expressly notify you and obtain any consent required by law.

### **5 USE OF YOUR PERSONAL INFORMATION**

We collect and use personal information for the following purposes:

- (a) to provide goods, services or information to you, including NDIS, allied health and support services provided by Blue Fox Health or workers engaged by Blue Fox Health;
- (b) for record keeping and administrative purposes;
- (c) to provide information about you to our contractors, employees, consultants, workers, health practitioners, agents, plan managers, support coordinators or other third parties for the purpose of providing goods or services to you;

- (d) to improve and optimise our service offering, matching processes, worker availability, customer experience and Platform functionality;
- (e) to comply with our legal obligations, resolve disputes or enforce our agreements with third parties;
- (f) to send you marketing and promotional messages and other information that may be of interest to you and for the purpose of direct marketing (in accordance with the Spam Act). In this regard, we may use email, SMS, social media or mail to send you direct marketing communications. You can opt out of receiving marketing materials from us by using the opt-out facility provided (e.g. an unsubscribe link);
- (g) to send you administrative messages, reminders, notices, updates, security alerts, service-related communications and other information requested by you; and
- (h) to consider an application for employment, contracting or worker registration from you.

We may disclose your personal information to cloud-providers, practice management system providers, billing providers, contractors, workers, employees, consultants, agents and other third parties located inside or outside of Australia. If we do so, we will take reasonable steps to ensure that any overseas recipient deals with such personal information in a manner consistent with how we deal with it.

Health information and other sensitive information may be stored in Cliniko or another practice management database, and in other systems used to provide and administer services. We will use reasonable steps to restrict access to sensitive information to personnel and service providers who need access for service delivery, administration, compliance, safety, quality assurance or support purposes.

## **6 SECURITY**

We take reasonable steps to ensure your personal information, including sensitive information, is secure and protected from misuse, interference, loss, unauthorised access, modification or disclosure. Our information technology systems are password protected, and we use a range of administrative and technical measures to protect these systems. However, we cannot guarantee the security of your personal information.

## **7 RETENTION AND DELETION**

We retain personal information, including health information and other sensitive information, for as long as reasonably necessary for the purposes for which it was collected, to provide and administer services, to meet legal, regulatory, insurance, NDIS, clinical, accounting and dispute resolution requirements, and to maintain accurate business records. Where we no longer need personal information for these purposes, we will take reasonable steps to destroy it or de-identify it, unless we are required or permitted by law to retain it.

You may contact us using the details below to request deletion or de-identification of your personal information. We will consider each request in accordance with applicable privacy, health records, NDIS and other legal obligations.

## **8 LINKS**

Our website may contain links to other websites. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of those linked websites and we suggest you review the privacy policies of those websites before using them.

## **9 REQUESTING ACCESS OR CORRECTING YOUR PERSONAL INFORMATION**

If you wish to request access to the personal information we hold about you, please contact us using the contact details set out below including your name and contact details. We may need to verify your identity before providing you with your personal information. In some cases, we may be unable to provide you with access to all your personal information and where this occurs, we will explain why. We will deal with all requests for access to personal information within a reasonable timeframe.

If you think that any personal information we hold about you is inaccurate, please contact us using the contact details set out below and we will take reasonable steps to ensure that it is corrected.

## **10 COMPLAINTS**

If you wish to complain about how we handle your personal information or believe your privacy has been seriously invaded, please contact us using the details provided below with your name and contact details. We will investigate your complaint promptly and respond within a reasonable timeframe.

## **11 CONTACT US**

For further information about our privacy policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Name: Privacy Officer

Email: [admin@bluefoxhealth.com.au](mailto:admin@bluefoxhealth.com.au)

Our privacy policy was last updated on 20 April 2026.