

DI SABLE HELP PTY LTD

Privacy Policy

How We Collect, Use and Protect Your Personal Information

Effective Date: 1 July 2025 | Last Updated: April 2026

1. Our Commitment to Privacy

Disable Help Pty Ltd ("Disable Help", "we", "us", "our") is committed to protecting the privacy of individuals who interact with our website (disablehelp.com.au) and partner portal (app.disablehelp.com.au). We handle all personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information. By using our Platform or engaging our services, you consent to the practices described in this Policy.

2. What Personal Information We Collect

2.1 Information You Provide

When you register or interact with the Platform, we may collect:

- Identity information: full name, date of birth, and gender;
- Contact information: email address, phone number, and postal address;
- Account credentials: username and encrypted password;
- Role information: whether you are registering as a Client, Independent Support Worker or NDIS Provider;
- Support needs and preferences: goals, routines, cultural background, language preferences, and disability-related information (for Clients);
- Professional information: including qualifications, certifications, and work history (for Independent Support Workers/NDIS Providers); and
- Communications: messages, enquiries, and feedback submitted through the Platform.

2.2 Sensitive Information

Some information we collect, including information about disability, health, and cultural background, constitutes sensitive information under the Privacy Act 1988. We only collect sensitive information where it is reasonably necessary to match Clients with appropriate support, and only with your consent.

2.3 Automatically Collected Information

When you access the Platform, we may automatically collect:

- Device and browser information;
- IP address and general location data;
- Pages visited, time spent on the Platform, and referral source; and
- Cookies and similar tracking technologies (see Section 8).

3. How We Collect Personal Information

We collect personal information directly from you when you:

- Register an account on the Platform;
- Complete your profile or update your information;
- Book a free consultation or submit forms such as incident form;
- Communicate with us by email, phone, or through the Platform;

In some cases, we may collect information from third parties, such as referees or other organisations, with your consent.

4. Why We Collect and Use Your Personal Information

We use your personal information to:

- Create and manage your account on the Platform;
- Match Clients with suitable support workers and NDIS providers;
- Facilitate communication between Clients and Support Workers;
- Provide and improve our services;
- Respond to your enquiries and provide customer support;
- Send service-related notifications, updates, and reminders;
- Send marketing communications where you have consented to receive them;
- Meet our legal and regulatory obligations; and
- Protect the safety and security of our users and the Platform.

We will not use your personal information for any purpose that is inconsistent with the reason it was collected without your prior consent.

5. Disclosure of Personal Information

5.1 Sharing Within the Platform

To facilitate the matching service, we may share relevant profile information (such as name, support needs, location, and preferences) between Clients with Independent Support Workers and NDIS Providers on the Platform. Only the information necessary for the connection will be shared.

5.2 Third-Party Service Providers

We may share your information with trusted third-party service providers who assist us in operating the Platform, including:

- Cloud hosting and data storage providers;
- Email and communication service providers; • Analytics and platform performance tools; and • Payment processors (if applicable).

These providers are contractually required to handle your information in accordance with Australian privacy law and are not permitted to use it for their own purposes.

All third-party personnel engaged by Disable Help Pty Ltd are required to:

- maintain confidentiality,
- handle personal information securely,
- comply with applicable privacy and data protection obligations, and
- use information solely for authorised business purposes.

By using the platform, users acknowledge and consent to Disable Help Pty Ltd sharing relevant information and uploaded documentation with authorised third-party service providers where reasonably necessary for business operations, compliance, onboarding, verification, or support services.

5.2.1 Verification Rights

Disable Help Pty Ltd reserves the right to review, verify, request additional evidence, suspend, restrict, or remove accounts where uploaded information or documentation is suspected to be inaccurate, fraudulent, expired, misleading, or non-compliant.

5.3 Legal Disclosure

We may disclose your personal information if required to do so by law, regulation, court order, or government authority, or where we reasonably believe disclosure is necessary to protect the rights, property, or safety of Disable Help, our users, or the public.

5.4 No Sale of Personal Information

We do not sell, rent, or trade your personal information to any third party for commercial or marketing purposes.

6. Overseas Disclosure

Some of our third-party service providers may be located or store data outside of Australia. Where personal information is disclosed overseas, we take reasonable steps to ensure the recipient handles it in a manner consistent with the Australian Privacy Principles.

By using our Platform, you consent to the transfer of your personal information to overseas recipients where reasonably necessary for the provision of our services.

7. Data Security

We take the security of your personal information seriously. We implement appropriate technical and organisational measures to protect your information from unauthorised access, loss, misuse, alteration, or disclosure. These measures include:

- Encrypted storage of passwords and sensitive data;
- Secure HTTPS connections across the Platform;
- Role-based access controls limiting staff access to personal information; and
- Regular security reviews and updates.

While we take all reasonable steps to protect your information, no method of internet transmission or electronic storage is completely secure. We cannot guarantee absolute

security and encourage you to use strong, unique passwords and to notify us immediately of any suspected breach.

8. Cookies and Tracking Technologies

The Platform uses cookies and similar tracking technologies to enhance your experience, analyse usage, and support Platform functionality. Cookies may include:

- Essential cookies: required for the Platform to function correctly;
- Analytics cookies: used to understand how users interact with the Platform; and
- Preference cookies: used to remember your settings and preferences.

You may disable cookies through your browser settings, though this may affect the functionality of some parts of the Platform. By continuing to use the Platform, you consent to our use of cookies in accordance with this Policy.

9. Retention of Personal Information

We retain your personal information for as long as your account remains active, or for as long as is necessary to fulfil the purposes for which it was collected, including any legal, regulatory, or reporting obligations.

When personal information is no longer required, we will securely destroy or de-identify it in accordance with our data retention procedures.

10. Your Rights and Choices

Under the Privacy Act 1988, you have the right to:

- Access: Request a copy of the personal information we hold about you;
- Correction: Request that inaccurate or incomplete information be corrected;
- Complaint: Lodge a complaint if you believe we have handled your information contrary to the Australian Privacy Principles; and
- Opt-out: Unsubscribe from marketing communications at any time by clicking the unsubscribe link in any email or contacting us directly.

To exercise any of these rights, please contact us using the details in Section 12. We will respond to your request within 30 days.

11. Children's Privacy

Our Platform is not directed at children under the age of 18. If a parent or guardian believes their child has provided us with personal information without consent, please contact us at info@disablehelp.com.au and we will take prompt steps to remove that information.

Where a person with disability who is under 18 requires support services, a parent or legal guardian must register on their behalf and provide appropriate consent.

12. Complaints

If you have a concern or complaint about how we have handled your personal information, please contact us in the first instance:

Disable Help Pty Ltd

Email: info@disablehelp.com.au

Phone: 0403 352 897

Website: www.disablehelp.com.au

We will acknowledge your complaint within 5 business days and endeavour to resolve it within 30 days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling 1300 363 992.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. We will notify registered users of material changes by email or by posting a notice on the Platform.

The most current version of this Policy will always be available at disablehelp.com.au/privacypolicy.html. Your continued use of the Platform following any update constitutes your acceptance of the revised Policy.