



# THE COMPASSIONATE COLLECTIVE

## AGED CARE SUPPORT

## Privacy Policy

The Compassionate Collective Pty Ltd – Aged Care Support  
Effective Date: 11 February 2026

### 1. Our Commitment to Privacy

The Compassionate Collective Pty Ltd ("The Compassionate Collective", "we", "us" or "our") is committed to protecting the privacy, dignity, and confidentiality of the people we support. As a provider of aged care support services, we recognise that much of the information we handle is personal, sensitive, and deeply private. This Privacy Policy explains how we collect, use, store, and disclose personal information across both our business operations and our website ([thecompassionatecollective.com.au](http://thecompassionatecollective.com.au)).

### 2. Scope of This Policy

This Privacy Policy applies to personal information collected through our service delivery, client onboarding, communications, referrals, website enquiries, and interactions with our partners and suppliers. It applies to current and former clients, their representatives, prospective clients, carers, contractors, and visitors to our website.

### 3. Personal Information We Collect

We may collect personal information including, but not limited to: full name, date of birth, address, contact details, emergency contacts, care preferences, support requirements, health and wellbeing information, correspondence records, and website usage data such as IP addresses and browser information.

### 4. Sensitive and Health Information

Some information we collect is considered sensitive under the Privacy Act 1988 (Cth), including health, disability, and care-related information. We only collect this information where it is reasonably necessary to deliver services, meet regulatory obligations, or where consent has been provided.

### 5. How We Collect Information

Personal information may be collected directly from you, from your authorised representatives, through referral partners, via forms on our website, over the phone, by email, or through our care coordination systems.

### 6. How We Use Personal Information

We use personal information to deliver aged care services, coordinate and manage supports, communicate with clients and families, maintain records, meet funding and compliance obligations,

improve service quality, manage risks, and operate our website.

## 7. Disclosure of Personal Information

We may disclose personal information to trusted third parties where necessary, including our care coordination partner **Trilogy Care**, healthcare professionals, IT and system providers, and government or regulatory bodies where required by law. We do not sell or trade personal information.

## 8. Website Cookies and Analytics

Our website may use cookies and analytics tools to enhance user experience and understand website performance. Cookies do not identify you personally and can be managed through your browser settings.

## 9. Data Security and Storage

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes administrative, technical, and physical safeguards appropriate to the sensitivity of the information.

## 10. Overseas Disclosure

Some third-party service providers may store information on servers located outside Australia. Where this occurs, we take reasonable steps to ensure that privacy protections align with Australian Privacy Principles.

## 11. Access, Correction and Complaints

You may request access to, or correction of, personal information we hold about you. If you have a privacy concern or complaint, we encourage you to contact us so we can resolve the matter promptly and respectfully.

## 12. Retention of Information

We retain personal information only for as long as necessary to provide services, meet legal and regulatory requirements, or manage disputes. When no longer required, information is securely destroyed or de-identified.

## 13. Updates to This Policy

This Privacy Policy may be updated from time to time. The current version will always be available on our website.

## 14. Contact Us

Email: [thecompassionatecollective.adl@gmail.com](mailto:thecompassionatecollective.adl@gmail.com)

Phone: 0430 923 016

Location: Adelaide, South Australia