



# Customer Privacy & Consent Information

## Karakan keeps all personal information private and secure at all times by:

- requesting your consent first, and regularly checking in with you about your consent
- only collecting, holding or disclosing the personal information that is relevant for the service we provide to you
- sharing the personal information we hold about you with you when you ask us to, subject to exceptions allowed by law.

## How do I access the information that Karakan holds about me?

People have the right to access information we hold about them, subject to exceptions allowed by law. Access would usually be provided by arranging for you to sight the information in the company of Karakan office staff.

If you would like to access your personal information, a statement detailing the requested information should be provided in one of the following ways:

- Phone us on 07 3299 1898 and ask to speak to a team leader or a manager about your request for access to your personal information
- Send an email to [qualityandsafety@karakan.com.au](mailto:qualityandsafety@karakan.com.au) and list the specific information you would like to see, or
- Send a letter listing the specific information you would like to see to Karakan Ltd, Unit 14a, 10 Old Chatswood Road, Daisy Hill, QLD 4127

If we are unable to give you access to your requested personal information, we will respond in writing to let you know this including the reason.

## What if I have concerns about Karakan's handling of my information access request or my privacy complaint?

If you have concerns about our handling of your request for access to your information or your privacy complaint, please contact our Quality & Risk Manager or Chief Executive Officer, depending on who handled your matter, or email [qualityandsafety@karakan.com.au](mailto:qualityandsafety@karakan.com.au).

At any time, you can raise a complaint with the NDIS Quality and Safeguards Commission and/or seek other external support.

