



# Client Privacy & Consent

Karakan keeps all personal information private and secure at all times. For further details, refer to our [Privacy and Confidentiality Policy](#)

Karakan ensures client privacy and confidentiality by:

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

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

People have the right to request access to the information we hold about them. Access would usually be provided by arranging for the information to be sighted in the company of Karakan office staff.

If you want to access information we hold about you, please let us know what specific information you would like to see. You can phone us on 07 3299 1898 and ask to speak to a team leader or a manager about the request to access information process.

Requests listing the information you want to see should be submitted in writing via:

- email to [qualityandsafety@karakan.com.au](mailto:qualityandsafety@karakan.com.au) or
- letter to Karakan Ltd, Unit 14a, 10 Old Chatswood Road, Daisy Hill, QLD 4127

If we are unable to give you access to the requested information, we will respond in writing to let you know, and why.

## 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 information access request or 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, any person can raise a complaint with the NDIS Quality and Safeguards Commission and/or seek other external support. A list of external support contacts is listed in the *Client Feedback and Complaints* resource on our website.