



KD Community Pty Ltd

Privacy Policy

ABN: 39 654 610 303

NDIS Registration Number: 4-HDRHBAX

Policy Version: 1.0

Effective Date: July 2026

Review Date: July 2027

Purpose

KD Community Pty Ltd ("KD Community", "we", "our", or "us") is committed to protecting the privacy, confidentiality and security of the personal information entrusted to us by participants, their families, carers, representatives, employees, contractors and other stakeholders.

Respecting privacy and confidentiality is fundamental to KD Community's commitment to delivering safe, high-quality and person-centred supports. We are committed to ensuring personal information is handled with integrity, professionalism and care.

This Privacy Policy explains how KD Community collects, uses, stores, discloses and protects personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs) and the NDIS Practice Standards.

By engaging with KD Community or using our services, you acknowledge that your personal information will be handled in accordance with this Privacy Policy.



What is Personal Information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

Examples include:

- Full name
- Date of birth
- Residential and postal address
- Telephone number
- Email address
- Emergency contact details
- NDIS participant number
- Plan management details
- Financial and billing information
- Employment information
- Photographs and video recordings (where consent has been provided).

Sensitive Information

As a registered NDIS provider, KD Community may collect sensitive information where it is reasonably necessary to provide safe and appropriate supports.

Sensitive information may include medical history, health information, disability information, allied health reports, Behaviour Support Plans, risk assessments, medication information, cultural requirements, religious or spiritual preferences relevant to service delivery and communication preferences.

KD Community will only collect, use or disclose sensitive information with your consent, where necessary to provide supports, where required or authorised by law, or where another lawful exception under the Privacy Act applies.



What Personal Information Do We Collect?

Depending on the services provided, KD Community may collect personal identification information, contact information, NDIS funding information, Service Agreements, Support Plans, progress notes, incident reports, risk assessments, health information, communication records, billing and payment information, complaints and feedback, employment records, compliance documentation, training records and screening and worker clearance information.

KD Community only collects the personal information that is reasonably necessary to provide safe, effective and person-centred supports and to meet our legal and regulatory obligations.

How Do We Collect Personal Information?

Information may be collected through service enquiries, intake meetings, telephone conversations, emails, our website, online forms, Support Coordinators, Plan Managers, the NDIA, family members or nominees, guardians, allied health professionals, medical practitioners, government agencies and publicly available information where appropriate.

Where practical, we will collect personal information directly from you.

Why Do We Collect Personal Information?

KD Community collects personal information to provide disability support services, deliver safe and person-centred supports, develop and review Support Plans, coordinate supports, manage NDIS funding, process invoices and payments, communicate with participants and representatives, recruit and manage staff, meet legal obligations, maintain quality assurance, manage complaints and protect the safety and wellbeing of participants and employees.



Disclosure of Personal Information

KD Community only discloses personal information where it is reasonably necessary to provide services or where required or authorised by law.

Information may be disclosed to the NDIA, Plan Managers, Support Coordinators, allied health professionals, medical practitioners, government departments, auditors, insurers, legal advisers, the NDIS Quality and Safeguards Commission, emergency services where necessary and other parties where consent has been provided.

KD Community will never sell your personal information. No mobile phone information or SMS consent information will be shared with third parties or affiliates for marketing or promotional purposes.

Storage and Security of Personal Information

KD Community takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Personal information is securely stored using a combination of physical records and secure electronic systems utilised for participant management, workforce management, human resources, financial administration and business operations.

Electronic information is protected through password protection, access controls, encryption where appropriate, multi-factor authentication where available and other reasonable technical and organisational safeguards.

Paper records are stored securely with access restricted to authorised personnel. Access is limited to authorised employees and contractors who require the information to perform their duties.



Photography, Video Recording and Social Media

Photographs, videos or other recordings of participants will only be taken where appropriate consent has been obtained from the participant or their authorised representative.

Images or recordings will only be used for the purposes for which consent has been provided. Consent may be withdrawn at any time by notifying KD Community in writing.

Retention of Records

KD Community retains records in accordance with applicable legislation, the NDIS Practice Standards and other relevant regulatory requirements. Personal information will only be retained for as long as necessary and will then be securely destroyed or permanently de-identified.

Website

Our website may collect limited information through cookies and analytics to improve user experience and may contain links to external websites. KD Community is not responsible for the privacy practices of third-party websites.

Accessing and Correcting Your Personal Information

You may request access to or correction of the personal information KD Community holds about you by emailing hello@kdcommunity.com.au. Proof of identity may be required before information is released.

Maintaining Accurate Information

KD Community takes reasonable steps to ensure the personal information we hold is accurate, complete, relevant and current. Please notify us if your information changes.



Privacy Complaints

If you believe your privacy has been breached, you are encouraged to lodge a complaint through KD Community's Feedback and Complaints process:

<https://www.kdcommunity.com.au/feedbackandcomplaints>

Alternatively, contact us directly. We will acknowledge your complaint, investigate it fairly and confidentially, keep you informed where appropriate and aim to provide a written response within 30 calendar days.

If you are not satisfied with the outcome, you may contact the Office of the Australian Information Commissioner (OAIC) or the NDIS Quality and Safeguards Commission.

Contact Us

KD Community Pty Ltd
ABN: 39 654 610 303
NDIS Registration Number: 4-HDRHBAX
Phone: 1300 718 747
Email: hello@kdcommunity.com.au
Website: <https://www.kdcommunity.com.au>

Office Hours:
Monday to Friday
8:00am – 4:00pm (AEST)

Related Documents

This Privacy Policy should be read in conjunction with KD Community's Confidentiality Policy, Records Management Policy, Feedback and Complaints Policy, Incident Management Policy and Information Management procedures.

Policy Review

This Privacy Policy will be reviewed annually, or sooner if required by legislative, regulatory or operational changes.