



The Brain Train Co. Privacy Policy

Brain Train respects every person's right to privacy, dignity and confidentiality and operates in accordance with the Australian Privacy Principles under the Commonwealth Privacy Act (1988). This Privacy policy explains the type of information Brain Train may collect, why this information is needed, how it is used, and how it is safeguarded. Brain Train respects the privacy and confidentiality of all people who engage with us and we are committed to safeguarding personal and sensitive information.

By providing personal information to Brain Train you consent to our collection, use and disclosure of that personal information on the terms of this Privacy Policy. Brain Train may modify this privacy policy at any time by publishing it on our website.

The information we collect, and why it is collected

Brain Train collects information to meet legal and practice management requirements, to better understand the participant and to provide high quality services. When we collect information the primary purpose for collection will be made clear and staff will assist an individual upon reasonable request. People can provide information anonymously. Staff will disclose any consequences of not providing personal information which may affect the provision of services at Brain Train.

Examples of information Brain Train. may require:

- contact details such as name, address, email and phone number
- personal details such as date of birth, gender, income, experiences and issues
- medical/health information and/or reports of various natures
- credit card information and/or bank account details
- details of any benefits or funding assistance being received
- photographs and/or videos (i.e. for assessment, delivery of therapy, training)

When and how information is collected

We may collect personal information in many different ways. For example, information is collected when a person seeks access to Brain Train's service by contacting us and providing details, or through participating in surveys, interviews or any type of Brain Train's service delivery.

Use and disclosure of personal information

The purposes for which Brain Train collects, holds and uses personal information may include, but are not limited to:

- delivering individualised therapy and care within Brain Train services
- providing support to families during enrolment and/or while accessing the National Disability Insurance Scheme (NDIS)



- Liaising with professionals with the purpose of improved service delivery for the client
- complying with legal obligations
- processing payments or issue receipts
- communications and marketing activities
- ensuring the safety and wellbeing of clients.

In the process of administering our services Brain Train may be required to disclose personal information to our agents, contractors or third party providers to the extent necessary for them to perform their duties to us. All parties that we disclose information to will be required to keep such information confidential and secure and Brain Train is not responsible for the misuse of client information working externally from Brain Train.

We will not use the information collected for another purpose unless we have received your consent or there is a legal obligation for us to do so under the exemptions outlined in the Privacy Act. Brain Train will only use information and/or content externally in the mode of the consent given, and may continue to do so unless otherwise requested by the participant or nominated caregiver.

Security of your personal information

Brain Train takes privacy and security seriously. Client files are stored in password protected electronic media. Only authorised staff have access to personal or sensitive information as it relates to the duties associated with their role. Our contracts with IT suppliers ensure that appropriate data-backup regimes are in place to manage risks, for the protection of loss or damage and retrieval of information.

Information is stored in Australia, with electronic data stored in secure data houses under agreement with each vendor. If information were to be stored overseas, it is reasonable that our agreements with the supplier vendor requires them to have similar privacy and data protection laws and we would advise you of this.

Brain Train's website is secured using industry standard technology, including encryption technology to ensure your information is protected. However, as internet-based data transmissions may in principle have security gaps, absolute protection cannot be guaranteed. Our website contains links to other websites. We are not responsible for the privacy practices or the content of those websites.

When information is published online it can be discoverable after the original publication is deleted. Search engines may cache or retain copies of published information and published information may also be linked to by third parties. Brain Train is not responsible for external persons or organisations using content after publication and/or deletion.



Cookies

Brain Train uses cookies on its website to store information and may also use cookies on social media sites including Facebook and Instagram. By using these you consent to the use of cookies. You may delete cookies or instruct your web browser to delete or refuse cookies. Instructions on how to do this can be found in help pages of the web browser being used. If cookies are deleted or not accepted certain features may not be available, preferences may not be stored, and some pages might not display properly.

Accessing or changing your personal information

A person may request access to their personal information or request correction of information held about them by Brain Train. This can be done by contacting the team on 1300 209 634. A parent/guardian may seek access to their child's record. In some instances, Brain Train may require a subpoena in respect of this documentation.

In some circumstances Brain Train may decline access to personal information. If a request for access is unable to be met, Brain Train will explain why. For example, access may be declined if:

- providing access would pose a threat to the life, health or safety of a person or to public health and / or public safety
- providing access would create an unreasonable impact on the privacy of others
- providing access would prejudice negotiations with the individual making the request
- access would be unlawful
- any other reason that is provided for in the Australian Privacy Principles of in the Privacy Act

How to contact Brain Train

A person can contact Brain Train about any matters by:

- By using our website's [live chat service](#)
- In person at one of our centres;
- By phone on 1300 209 634;
- In writing addressed to the Privacy Officer, PO Box 2547 Ascot Qld 4007
- Providing feedback or a complaint via this link: <https://www.thebraintrainco.com/feedback/>