

Privacy & Confidentiality Policy

Protecting Personal Information

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Policy Owner	Board of Directors
Version	2.0
Effective Date	22 July 2026
Next Review Date	22 July 2027
Applies To	All Marra Bridge services

Purpose

Marra Bridge Ltd is committed to protecting the privacy and confidentiality of everyone we work with. This policy explains how we collect, use, store and share personal information, and how we respond to privacy concerns and data breaches.

Scope

This policy applies to participants, family members, carers and representatives, referrers and stakeholders, and all Directors, workers and contractors of Marra Bridge.

Legislative Framework

Marra Bridge manages personal information in accordance with the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles (APPs) it contains, covering the open and transparent management of personal information, collection, use and disclosure, data quality and security, and access and correction; the Notifiable Data Breaches (NDB) scheme under the Privacy Act; and the NDIS Practice Standards relating to privacy and confidentiality.

Collection, Use and Consent

Marra Bridge only collects information that is relevant to service delivery and necessary to support the participant, gathered through intake and referral, ongoing communication, or reports from other providers with consent. Information is used only to deliver and coordinate supports, communicate with participants and stakeholders, manage risk and safety, and meet legal responsibilities. Wherever possible, Marra Bridge seeks consent before collecting or sharing information, explains how it will be used, and respects the person's preferences; consent may be given directly by the participant or by a nominee, guardian or authorised representative.

Information Sharing and Confidentiality

Information may be shared where required for service delivery, to support coordination with other providers, where there is a risk to safety, or where required by law - and only with appropriate parties, consistent with APP 6. All personal information is treated as confidential; workers access information only when required and do not disclose it unnecessarily.

Storage, Security, Access and Correction

Information is stored securely, protected from unauthorised access, and access is limited to authorised individuals, consistent with APP 11. Individuals have the right to request access to their information and to request correction of inaccurate information, consistent with APPs 12 and 13; requests are responded to within a reasonable timeframe, and in any event within 30 days.

Data Breaches and the Notifiable Data Breaches Scheme

Key obligation: An eligible data breach must be assessed within 30 days and, if confirmed, notified to the OAIC and affected individuals.

A data breach is any unauthorised access, disclosure or loss of information. If a breach occurs, Marra Bridge will contain it and assess the situation, determining within 30 days whether it is an eligible data breach (likely to result in serious harm). Where it is, Marra Bridge will notify the Office of the Australian Information Commissioner (OAIC) and all affected individuals as soon as practicable, explaining what happened, what information was involved, and what steps are being taken, and will document the breach and take action to prevent recurrence.

Record Retention

Information is retained for the periods set out in the Record Keeping & Documentation Policy, stored securely, and disposed of safely when no longer required.

Roles and Responsibilities

Role	Responsibility
Board of Directors	Oversee compliance with the Privacy Act and NDB scheme; approve breach responses.
Managing Director	Manage day-to-day privacy practice; respond to access/correction requests; assess suspected breaches.
Support Coordinators / Workers	Collect only necessary information; maintain confidentiality; report suspected breaches immediately.

Related Legislation and Standards

- Privacy Act 1988 (Cth) and the Australian Privacy Principles

- Notifiable Data Breaches scheme
- NDIS Practice Standards – Core Module (Information Management)

Related Documents

- Consent & Information Sharing Policy
- Record Keeping & Documentation Policy
- IT & Cyber Security Policy
- Complaints & Feedback Policy

Monitoring and Review

This policy is reviewed annually or earlier following any change to the Privacy Act 1988 or the Australian Privacy Principles.