Privacy Policy

Kai'Mia Community – website, services and the Kai'Mia Community app
Effective date: 27 October 2026

1. About this policy

Kai'Mia Community respects your privacy and is committed to protecting the personal information we hold. This policy explains how we collect, use, store, share and protect personal information when you use our services, visit our website at kaimiacommunity.org.au, or use the Kai'Mia Community mobile app on Apple or Android devices (the **app**).

We handle personal information in line with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles, the *Health Records and Information Privacy Act 2002* (NSW), the Notifiable Data Breaches scheme, aged care and Commonwealth Home Support Programme (CHSP) requirements, and our funding agreements.

2. Who we are

Kai'Mia Community (ABN 88 163 479 302) is a not-for-profit community organisation based at 39 Gymea Bay Rd, Gymea NSW 2227. We provide services to older people, newly arrived migrants, young people and the wider community across the Sutherland Shire and Greater Sydney. Kai'Mia Community is responsible for the personal information collected through our services, website and app.

3. What personal information we collect

We only collect personal information that is reasonably necessary to deliver our services, run our organisation and meet our legal and funding obligations. Depending on how you deal with us, this may include:

- **Identity and contact details** – name, address, phone number, email address, date of birth or age, and emergency contact details.
- **Background information** – country of origin, language, cultural background and similar details that help us provide suitable services.
- **Sensitive information** – such as health, disability or care needs, where this is needed to provide a service. We only collect sensitive information with your consent or where the law allows.
- **Service information** – referrals, assessments, bookings, attendance, case notes, feedback and survey responses.
- **Volunteer, worker and contractor information** – contact details, availability, rosters, shifts and work-related records.
- **Payment information** – details of payments made to us.

- **Technical information** – such as IP address, device and browser type, and date and time of access, collected when you use our website or app.

4. How we collect personal information

We usually collect personal information directly from you – for example, when you register for a service, when we set up an app account for you, when you make a booking, complete a form or survey, or contact us by phone, email or in person. We may also receive information from others with your consent or where permitted by law, such as a family member, carer or representative, a referring organisation, My Aged Care or a government agency.

You can contact us without giving your name, or by using a pseudonym, where this is practical. However, we may not be able to provide some services, or an app account, without identifying you.

5. Information collected through the Kai'Mia Community app

The app is used by clients and participants to book and manage activities and services, and by support workers, volunteers and facilitators to view their rosters and assigned tasks. What you see in the app depends on your role. All app accounts are created by Kai'Mia Community for people who use our services or work or volunteer with us – you cannot create an account yourself. When you use the app, we may collect:

- **Account information** – your name, email address, and phone number.
- **Profile and service information** – the details needed to deliver your services, which may include sensitive information such as health or support needs.
- **Bookings and activity** – the classes, sessions and services you book, cancel or attend, and any notes linked to them.
- **Worker information** – for support workers, volunteers and facilitators: rosters, shifts, assigned clients and tasks.
- **Messages and notifications** – we use your contact details to send booking confirmations, reminders and service updates by SMS, email and in-app notification.
- **Technical and usage information** – such as device type, operating system, app version, log-in times and error information, used to keep the app secure and working properly.

Device permissions. The app only asks for access to features on your device that it needs to work, such as notifications, or the camera. We will ask for your permission first, and you can change this at any time in your device settings.

No advertising or sale of data. The app does not show advertising. We do not sell your personal information, and we do not use or share it to track you across other companies' apps or websites.

6. How we use personal information

We use personal information for the purpose it was collected, or a directly related purpose you would reasonably expect, including to:

- assess eligibility for, plan and deliver our services and activities
- create and manage your app account, bookings and payments
- send booking confirmations, reminders and important service updates
- roster and support our workers, volunteers and contractors
- contact you or your emergency contact if needed
- respond to enquiries, feedback and complaints
- keep our systems, app and website secure and working properly
- improve our services, including through de-identified statistics
- meet our legal, funding, insurance, audit and reporting obligations.

We will only send you news, event information or fundraising messages if you have agreed to receive them, and you can unsubscribe at any time. We will not use your information for an unrelated purpose without your consent, unless required or permitted by law.

7. Who we share personal information with

We only share personal information where needed for the purposes above, with your consent, or where required or permitted by law. This may include:

- **Technology and service providers** who help us run the app and our systems. They may only use your information to provide services to us.
- **Government funding bodies**, such as the Australian Government Department of Health, Disability and Ageing for the Commonwealth Home Support Programme, and Transport for NSW, for reporting required under our funding agreements.
- **Other service providers and referral partners**, with your consent.
- **Your family, carer or authorised representative**, with your consent.
- **Others where required or permitted by law**, such as to prevent a serious threat to someone's life, health or safety, or to comply with a court order.

8. Security and storage of data

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, change or disclosure.

Storage of Data. If personal information is stored or processed outside Australia, we take reasonable steps to make sure the provider protects it to a standard consistent with the Australian Privacy Principles.

Data breaches. If a data breach is likely to cause serious harm, we will notify the people affected and the Office of the Australian Information Commissioner (OAIC) as required under the Notifiable Data Breaches scheme.

9. How long we keep personal information

We are required to keep personal information, including information held in the app, for seven years. We store it securely during this time. At the end of the seven years, we securely destroy or de-identify it.

App account information is kept while your account is active. When your account is closed, you can no longer log in, and the information linked to your account is kept securely for the seven-year period and then destroyed or de-identified.

10. Deleting your app account and data

You can ask us to delete your app account and the personal information linked to it at any time. You do not need to have the app installed to make a request:

- **By email:** email reception@kaimia.org.au with the name and email address linked to your account.
- **By phone:** call 9524 9559.

We may ask you to confirm your identity before closing your account. We will close your account and let you know when this is done. Because we are required to keep records for seven years (see section 9), we cannot delete all of your information straight away. Information we must keep will be stored securely, with access restricted, and will not be used for any other purpose. It will be securely destroyed or de-identified at the end of the seven-year period. Closing your app account does not cancel any services you receive from us outside the app – please talk to us if you also want to stop those services.

11. Accessing and correcting your information

You can ask to see the personal information we hold about you, or ask us to correct it if it is wrong, out of date or incomplete. You can update some details yourself in the app. For other requests, contact us using the details in section 16. We will respond within 30 days. If we cannot give you access or make a correction, we will explain why in writing, unless it would be unreasonable to do so.

12. Children and young people

App accounts are only created by Kai'Mia Community. Where we provide services to children and young people, we collect only the information we need and, where appropriate, seek consent from a parent or guardian.

13. Our website and cookies

When you visit our website, our server may automatically record information such as your IP address, domain name, browser type, and the date and time of your visit. Our website may also use cookies to help it work properly and to understand how it is used. We use this information for statistical, security and website administration purposes. You can set your browser to refuse cookies, although some parts of the website may not work as intended. Our website may link to other websites; we are not responsible for their privacy practices.

14. Privacy complaints

If you think we have mishandled your personal information, please contact us using the details in section 16. We will acknowledge your complaint, look into it and respond to you. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (oaic.gov.au, 1300 363 992). For complaints about health information, you can also contact the NSW Information and Privacy Commission (ipc.nsw.gov.au, 1800 472 679).

15. Changes to this policy

We may update this policy from time to time, including when we change how the app handles information. The current version will always be publicly available at kaimiacommunity.org.au/privacy-policy and through the app, with the effective date shown at the top. If we make a significant change, we will let app users know through the app or by email.

16. Contact us

For privacy questions, access or correction requests, account deletion requests or complaints, contact us:
Kai'Mia Community, 39 Gymea Bay Rd, Gymea NSW 2227
Phone: 9524 9559
Email: reception@kaimia.org.au