



Contact Us

Phone: 0407 540 156

Email: info@exceptionalbonds.com

Web: www.exceptinalbonds.com



Our Commitment to Your Privacy.

At Exceptional Bonds Pty Ltd we recognize the importance of keeping your personal information private and confidential. Our privacy policy and procedure outlines the steps that our organization has taken to maintain and protect your privacy. Our employees and volunteers value your dignity, privacy and confidentiality at all times.



ACN # 62847667

14 South Station Road

Booval QLD 4304

Exceptional
Bonds Pty Ltd

*Let's talk privacy and
confidentiality*

Consent.

The confidentiality statement will be discussed with you and signed by you or your legal guardian prior to collecting personal information. Consent is required before any personal photographic material is used for promotional purposes.



What happens when we collect your information?

Exceptional Bonds Pty Ltd will collect personal information about you to help us meet your therapeutic and personal goals. Your information will be securely stored and only made available to staff who need to access the information. Personal information will only be shared in an emergency or if required by law and legislation. Photographic material will not be shared or used without your and your legal guardian's written consent.

Respecting Your Privacy.

Exceptional Bond Pty Ltd's Privacy Policy details how your personal information is managed in accordance to the Australian Privacy Principles. It also outlines the nature and purpose of personal information collected, how it is stored, used and disclosed. This policy relates to all types of contacts within Exceptional Bonds Pty Ltd including contact at intake, during sessions and after completing your therapy contract.

Access to Your information.

You or your legal guardian can access your personal records and information at any time. Records can be accessed by written request submitted to the Manager via email or mail. Requests will be actioned as a matter of priority, unless issues are identified, such as legal matters or in preserving the public's interest.

Privacy Concerns and Complaints.

At Exceptional Bonds Pty Ltd we value dignity, privacy and confidentiality and will take all reasonable steps to protect your privacy. If you feel that your privacy has been breached, please contact our staff, or complete a 'Privacy Complaint' form. We will make every effort to resolve the issue with you. If you still feel that your issue has not been resolved, you can contact the Australian Information Commissioner at www.oaic.gov.au.