Privacy Policy – Golden Living Pty Ltd

1. Introduction

Golden Living Pty Ltd respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and disclose your personal information when you visit our website, contact us, or use our services. We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. What Information We Collect

We may collect the following types of information:
- Personal information: name, phone number, email address, postal address.
- Health-related information: where provided voluntarily (e.g., via enquiry forms about NDIS or care services).
- Employment information: if you apply for a position with us (e.g., resume, qualifications, references).

3. How We Collect Information

We collect personal information when you:
- Fill out a form on our website
- Send us an email or call us
- Subscribe to our newsletter
- Apply for a job or contractor position
- Use our NDIS or aged care enquiry portals

We may also collect information automatically through cookies or analytics tools such as Google Analytics.

4. Why We Collect Your Information

We collect and use your personal information to:
- Respond to your enquiries and provide services
- Manage your NDIS or aged care support
- Process job applications and staff onboarding
- Improve our website and customer experience
- Meet our legal and regulatory obligations

5. How We Store and Protect Your Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Your data may be stored electronically in secure systems with restricted access, encryption, and password protection. Where we use third-party platforms (e.g., CRM systems, email hosting, cloud storage), we ensure they meet Australian privacy standards.

6. Disclosure of Personal Information

We may share your information with:
- NDIS or government agencies (when legally required)
- Service providers or contractors (under confidentiality agreements)
- Allied health professionals, if authorised by you

- Website hosting or IT service providers
We do not sell or rent personal information to third parties.

7. Access and Correction

You may request access to, or correction of, your personal information by contacting us in writing. We will respond to your request within a reasonable timeframe in accordance with the Privacy Act 1988 (Cth).

8. Cookies and Analytics

Our website uses cookies and analytics tools to improve performance and user experience. You may choose to disable cookies through your browser settings, but some features may not work properly.

9. External Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of other sites.

10. Contact Us

If you have any questions, concerns, or complaints about this Privacy Policy, please contact:

Golden Living Pty Ltd
Email: contact@goldenliving.com.au
Phone: 0425463566

We will investigate your enquiry and respond promptly.

11. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on our website with a revised effective date.