



BLUE MOON

INDEPENDENT SUPPORT

Privacy & Your Information

CLIENT INFORMATION

A plain-English guide to how Blue Moon handles personal information.

Why Blue Moon May Collect Information

Blue Moon may collect information that is reasonably needed to provide, organise and document your support. This can include contact details, support preferences, relevant health or safety information, service records, consent information and billing or administrative details.

Your Consent

Where required, Blue Moon will seek your consent to collect, use, retain or share your information and explain the purpose. Consent for support does not automatically mean consent for photographs, video, testimonials or promotional use.

How Your Information May Be Used

- To provide and organise your agreed supports.
- To communicate with you or an authorised representative.
- To maintain accurate service, safety, incident and business records.
- To meet relevant legal, insurance, funding or regulatory obligations.

When Information May Be Shared

Information will not be shared simply because someone asks for it. It may be shared with your consent, where reasonably necessary for agreed support, or where disclosure is required or authorised by law. Serious and immediate safety circumstances may also require appropriate information to be shared.

Keeping Information Safe

Blue Moon takes reasonable steps to protect personal information from loss, misuse and unauthorised access or disclosure. Access is limited to people who are authorised and have a legitimate reason to receive the information.

Accessing or Correcting Your Information

You may ask about information Blue Moon holds about you and request correction of information that is inaccurate or out of date, subject to applicable legal requirements.

Changing Your Consent

You can ask to withdraw or change a previous consent. Blue Moon will explain any practical, legal or safety consequences that may affect the support arrangement.

Questions or Concerns

If you have a question or concern about how your information is handled, please contact Blue Moon Independent Support so it can be discussed and addressed.