

Privacy and Confidentiality

This document explains what we do to protect your privacy as required by law.



Privacy means the right to have your personal information not told or shared with anyone.

Confidentiality means we have a duty to keep your personal information private and protected.

This document is about your privacy and will explain:

- What we know about you
- Why we need to know these things about you
- How we use the information we know
- How we keep that information safe
- What we do when your information has been accessed without your consent.

There are laws to protect your **personal information**.



Personal Information is anything that is about you. Some information that we keep includes:

- Your name
- Where you live
- Your date of birth
- Your phone number
- Your email address
- Your job or daily activities
- Information about your disability

We will keep your information **private**.



This means we will **not** tell anyone your personal information unless required by law. For example the NDIS Safety & Quality Commission may request your information to investigate a complaint.

You do **not** have to give us your personal information.

If you choose not to give us your personal information, we may not be able to provide the services you need.

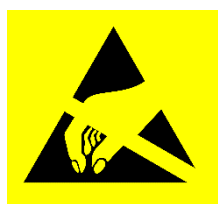
Why do we keep your personal information?



We ask for your personal information for many reasons, including:

- To provide the right services and supports
- To help you with complaints
- To give you details of relevant activities

Sometimes your personal information is **sensitive information**.



Sensitive information is normally very private and can include:

- Your cultural background
- Your religious beliefs
- Your sexual orientation
- Information about your health

Unless this information has a direct relationship to your disability or could affect how our services are delivered to you, we will not normally ask for this information.

We will also keep personal information on:

- Other service providers you receive services from
- Your family, carers or other approved contacts
- Our staff

How do we use your personal information?



We will use your information to help us deliver the best services and supports to you.

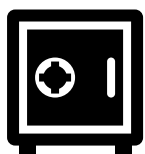
We may need to tell other people about you because they also provide supports to you. We will only give your details to another person if you **consent**. Consent means that you say “yes”.

We may also give other people your information without consent if:

- The law says we must or,
- It will keep you safe

You can request a copy of your personal records at any time.

How do we keep your records safe?



Any paper records we have are kept in a locked in our offices.

We keep your personal information stored on computers protected by password and data is stored on servers based in Australia.

Only authorised staff who provide your supports and services can see your information.

We only keep your information while we need it and it will be destroyed after this time.

What happens if someone accesses your information without your consent?

When someone has accessed your personal information without our permission *and* without your consent, this is called a **data breach**.



If a data breach happens:

- We will tell you what happened
- We will take action to make sure that you will not be harmed
- We will find out how and why it happened
- We will improve the way we store and handle your personal information so that it cannot happen again
- We may have to report what happened to the government
- This will not affect the services we provide to you

If you would like to know more about our privacy policy or if you have a question about it, please ask us and we will be happy to answer your questions.