

The privacy and confidentiality policy says how we do what the law says to protect your privacy



Privacy means that anyone has the right to have their personal information not be told or shown to anyone.



Confidentiality means that there is a duty to keep your personal information private and protect



You do not have to give us your personal information



we will not tell people your personal information unless we have to



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

If you would like to know more information or you have a question, please ask our staff.



Your Privacy

This tells you what we know about you:

- what we know about you
- why do we know things about you
- how we will use what we know
- how we will keep what we know safe
- what we do when your personal information has been accessed without your consent

Laws protect your personal information. Personal information is anything about you. This could be:

- your name
- phone number
- email address
- where you live
- your date of birth
- your job or day activities
- information about your disability

Sometimes your personal information is sensitive information

Sensitive information is normally private and can include:

- your cultural background
- your religious beliefs
- your sexual orientation
- information about your health

We also keep personal information on:

- other service providers you receive services from
- your family or carers
- our staff



We will keep your information private

This means we will not tell people your personal information unless we have to



You do not have to give us your personal information



Why do we keep your personal information?

We ask for your personal information for different reasons:

- it helps us provide the right services and supports
- we can help you with complaints
- we can give you details about our activities
- we can get staff and pay them for their work

How do we use your personal information?



- We will use your personal information to help us provide the best services and support
- We might need to tell other people about you because they give you the supports you need
- You need to give consent for us to tell other people your personal information
- Consent means you say 'yes'

We might give other people your information when you have **not given** consent if:

- the laws say we must
- or
- it will keep you safe

You can ask us any time about the personal information we keep about you



You can request a copy of your personal records

How do we keep your personal information safe?

- We keep your personal information stored on computers protected with a password
- Only staff who provide support and services to you can see your personal information
- We only keep your personal information as long as we need
- We destroy your personal information when we no longer need it



Data Breach



What happens if someone has accessed your personal 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
- take action to make sure you will not be harmed
- find out why it happened
- improve the way we handle your personal information

We may have to report this to the government but this will not affect the services we provide you

If you would like to know more information or you have a question, please ask our staff.