



Privacy and confidentiality policy

Easy Read Version

Version 1.2

Revised on 21/03/2024

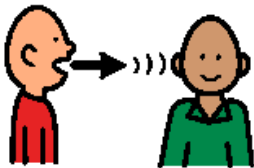
About this document



This document was created by Alkira.

This document is about our privacy and confidentiality policy.

You can get help with this document.

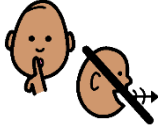


Talk to someone who can read this document with you to support you to understand.



If you want **alkira** staff can support you.

This **privacy** and **confidentiality** policy says how we protect your privacy.



Privacy means your right for your personal information to not be told or shown to anyone.

Confidentiality means we keep your information safe.



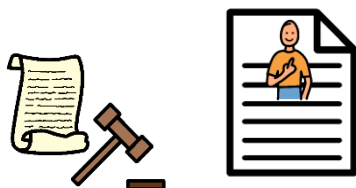
If you would like to know more or you have a question please ask our staff.



This document will tell you

- what we know about you
- why 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.

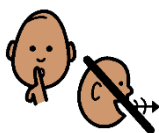
Your privacy



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

Personal information is anything about you that you give to us. For example

- your name
- where you live
- your date of birth
- your job
- your activities
- information about your disability.



We will keep your personal information **private**.

Private means we will **not** tell people your personal information unless we have to.

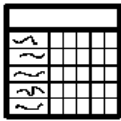


You do **not** have to give us your personal information.

If you choose **not** to give us personal information it may affect the services we support you with.

Why do we keep your personal information?

We ask for your personal information for different reasons:



- it helps us to provide the right services and supports
- we can help you with complaints
- we can give you details about our activities
- we can employ staff to support you.

What personal information do we keep?

The personal information we keep might include:

- your name
- your date of birth
- your phone number
- your email address
- information about your disability.



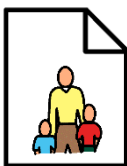
Sometimes your personal information is **sensitive information**.

Sensitive information 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.



How do we use your personal information?



We will use your personal information to help us provide the best services and supports.



We might need to tell other people about you because they give you the supports you need.



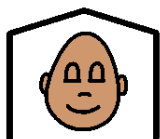
You need to give **consent** for us to tell other people your personal information.

Consent means you say yes.



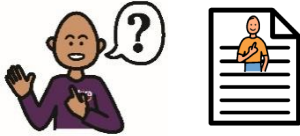
We might give other people your information when you have **not** given consent if

- 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 ask for a copy of your personal records.



How do we keep your personal information safe?



We keep paper records safe in our offices locked in cupboards.

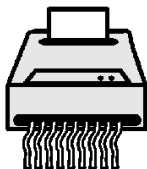


We keep your personal information stored on computers protected with a password.



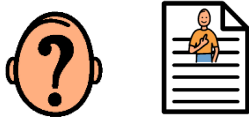
Only staff who provide supports and services to you can see your personal information.

We only keep your personal information as long as we need it.



We destroy your personal information when we no longer need it.

What happens if someone sees your personal information without your consent?



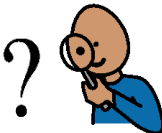
When someone has accessed your personal information without your or our consent, this is called a data breach.



If a data breach happens:



- we will tell you what happened
- we will take action to make sure you will not be harmed
- we will find out why it happened
- we will improve the way we handle your personal information
- we may have to report this to the government
- this will not affect the services we provide you.



Australian Government