

## Let's talk about

## Privacy And Confidentiality Policy

Easy Read English



#### About this document



#### Your privacy



THIS DOCUMENT IS ABOUT YOUR PRIVACY. 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.



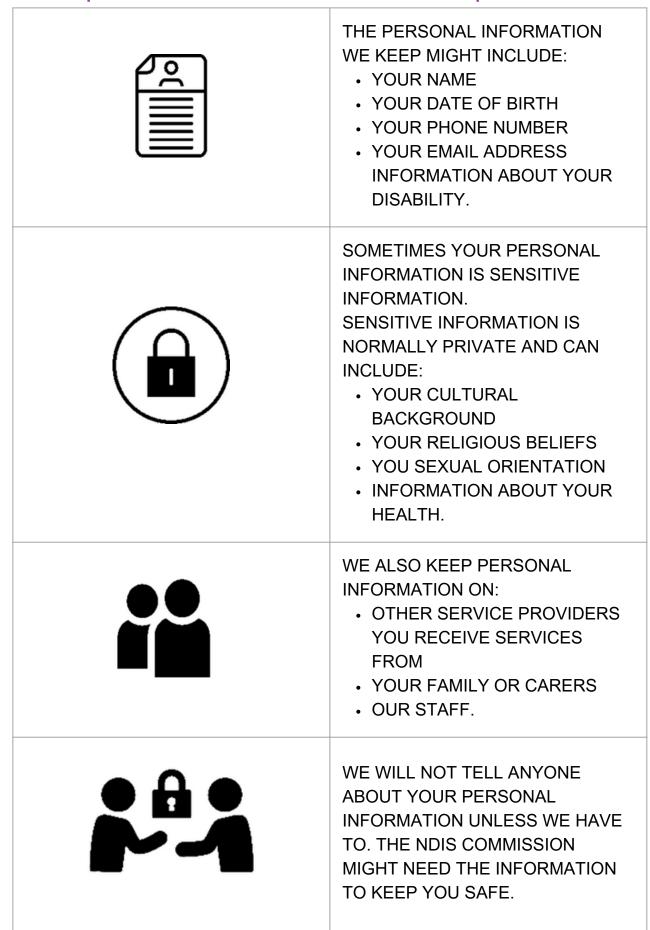
THERE ARE LAWS TO PROTECT YOUR PERSONAL INFORMATION. PERSONAL INFORMATION IS ANYTHING THAT IS ABOUT YOU. THIS COULD BE:

- YOUR NAME
- WHERE YOU LIVE
- YOUR DATE OF BIRTH
- YOUR JOB OR DAY ACTIVITIES
- INFORMATION ABOUT YOUR DISABILITY.

### Your privacy

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. IF YOU CHOOSE NOT TO GIVE US PERSONAL INFORMATION WE MAY NOT BE ABLE TO GIVE YOU SERVICES YOU NEED.
WHY DO WE KEEP YOUR PERSONAL INFORMATION?
WE ASK FOR YOUR PERSONAL INFORMATION FOR DIFFERENT REASONS:
<ul> <li>IT HELPS US TO PROVIDE THE RIGHT SERVICES AND SUPPORTS</li> <li>WE CAN HELP WITH YOUR COMPLAINTS</li> <li>WE CAN GET THE RIGHT WORKERS FOR YOU.</li> </ul>

#### What personal information do we keep?



#### 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
•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?



# What happens when someone accessed 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 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.