

# Easy Read

## Privacy and Confidentiality Procedure

Senses Australia recognises and respects your right to privacy, dignity and confidentiality.



We will provide services that ensure your privacy and personal dignity is maintained.



We will keep your personal information private.



### What information do we collect?

Senses Australia will collect information from you, to help us support you.



Information we collect:

- Your name, address, and contact details.
- Health and other medical information.
- Financial information, such as who provides your funding.
- Case notes done by our staff.

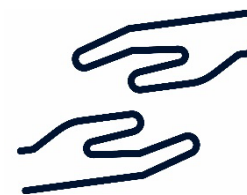


## Easy Read

# Privacy and Confidentiality Procedure

- Information about the services that we provide to you.

Please tell us if you don't want to share some information with us.



### How do we collect your information?

Most of the time we ask you directly, or by phoning you or by email.



Through the internet, by using "cookies".



Through social media like Facebook, Instagram or LinkedIn.

We will always tell you what we are going to use the information for.



With your consent, we may collect information from another person about you.



### What do we use the information for?

We only use the information for the purpose that you consented. If we need to use it for another purpose, we must ask you for permission.

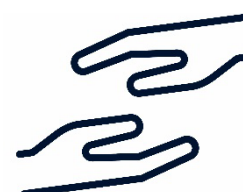


Sometimes we will need to give information about you to a Government Agency; we will ask your consent to do so where possible. Even if it is not possible to obtain consent, we may still be required to provide that information to the government.



We will only give your information to another person; without your consent, if:

- the law tells us to do so; or
- we believe that it is to stop you or someone else from getting hurt or dying; or
- to find you if you get lost.



## Easy Read

# Privacy and Confidentiality Procedure

### Privacy Laws

In Australia, we have laws about privacy and confidentiality. These laws require us to:

- keep all information we have about you safe
- tell you what we are going to use your information for
- allow you to see your information and change it if you ask us to
- ask you to tell us if you are not happy with the way we have used your information.



### Complaints and contact details

If you feel that we have not respected your privacy, you can send us a complaint as follows:

- Visit the Senses Australia website – [www.senses.org.au](http://www.senses.org.au)
- Send us an e-mail – [admingroup@senses.org.au](mailto:admingroup@senses.org.au)
- Send a letter to the CEO, Senses Australia's  
PO Box 143,  
Burswood, WA, 6100
- Telephone on 1300 111 881
- In person to any Senses Australia employee or volunteer



## Easy Read Privacy and Confidentiality Procedure

- Complete a Compliments, Complaints and Suggestions Form
- You can also complain directly to the Australian Information Commissioner (OAIC) at <http://www.oaic.gov.au/privacy/privacy-complaints>

