

# Communication and Privacy

This information sheet helps participants understand their right to privacy.



## What is privacy?

Privacy is about your right to have your personal information protected. Personal information includes your name, your date of birth, where you live and your health information.

Privacy involves the personal information we have about you and what we do with that information.



## This privacy document will cover:

- What we know about you
- How we use what we know
- How we will keep what we know safe
- What happens if your information is accessed, and you don't want it to be
- How to make a complaint



## What we know about you:

We collect personal information from you about:

- Your name
- Your date of birth
- Your phone number
- Your health needs
- What supports you need

# Communication and Privacy



We need to know about you and your health to help and support you

How you can tell us:



Talk in person

Talk on the phone

Write letters and emails



Tell us about your interests and goals, what you like and don't like



Tell us if anything changes, like when you have a new phone number or move to another house



We will ask for your permission when we need to talk about you with another person, like your doctor

# Your information is safe



All documents with your information are in a safe cupboard that we lock with a key



All computer files with your information are protected so that other people can't see them



We will not talk about you with other people or put your information where everyone can see it without your permission



We will delete your information and destroy documents when we don't need it anymore



We will have to report to the Police and Disability Services to protect you if anything happens that may harm or put you in danger

## What will we do if your personal information is accessed without your consent?

If anything happens to your personal information, we will let you know. We will make sure that your information is safe and we will protect you if your information is accessed.



We will ask whether you **consent** to your information being used. Giving consent means saying **yes**.



If you have further questions about your privacy at Communication Extra you should ask your Support Coordinator.



### How to make a complaint

- If you are unhappy with how your privacy has been handled, you can make a complaint.
- You can make a complaint by speaking to a person that you trust or writing a letter to [support@communicationextra.com.au](mailto:support@communicationextra.com.au)
- You can ring us on 0475 434 517 to make a complaint