

## Privacy

Note to organisation: Based on relevant legislation including the *Privacy Act 1988* and the *Australian Privacy Principles*.

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



## How we use personal information

- We use your personal information to make sure we provide the right services and supports to you.
- We also use personal information to contact you with details about our activities.
- We might need to tell other people about you because they give you the supports you need.



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

## What does keeping your information private mean?



Privacy means that we will:

- Only collect information we need to.
- We will not tell people about your personal information unless we have to.
- We will make sure your information is kept safe and is not lost or given to anyone unless we have to.

You can ask about your personal information at any time. You can look at your personal information and make changes if anything is wrong.



**How we keep your personal information safe:**

- We keep personal records locked in our office;
- We keep information on our computers protected with passwords;
- We will only tell people your information if the law says they can know;
- We will destroy your personal information when we no longer need it.

**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.



If you have further questions about your privacy at Your Best Life Disability and Health Services, you should ask Corporate and Commercial Manager Kim Helmore on (07) 5293 9002.

### 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 our Corporate Services Manager Kim Helmore at PO Box 5253 SCMC Nambour QLD 4560;
- You can ring us on (07) 52930 9002 to make a complaint;
- If you don't want anyone to know who made the complaint, you can make a secret complaint by writing a letter or calling us on the details above;
- you can complain directly to the NDIS [How to make a complaint | NDIS Quality and Safeguards Commission](#) ([ndiscommission.gov.au](https://www.ndiscommission.gov.au)) or call 1800 035 544.