# Privacy Policy – Easy Read

## What is this information about?

It tells you about our privacy policy.

The privacy policy is our rules about how we use your personal information and how we keep it private.

## Some words we use



**Privacy** means your personal information cannot be told or shown to anyone without your permission



**Permission** means you say ‘yes’

**We / Our** means Deaf Children Australia and Sign For Work



## There are laws to protect your personal information.

**Personal information** is anything about you.

This could be:



- Your name
- Where you live
- How old you are
- Your job, school or day activities
- Preferred communication method

Some types of personal information need to be kept more private. This is called sensitive information.

**Sensitive information** includes things like:



- Health or disability information
- Hearing status
- Religion
- Race
- Criminal record

We can only collect sensitive information if we need it to do our work.

We must always get your permission to collect your sensitive information.

## Why do we collect and use your personal information?

There are different reasons why we collect people's information.

We need people's personal information to help us do our work.



For example:

- Make sure people get the services and help they need
- Write reports about the work we do
- Get money to help us do our work
- Make sure we follow the law about how we work
  How we can do things better if you have a complaint about us or give us feedback

## How do we use your personal information?



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

We might need to tell other people about you because they give you support too.



You need to give us permission to tell other people your personal information. This is a rule.

We would only break this rule if: the laws say we must, or it will keep you safe. For example, if we think you might hurt yourself or other people



## How can you see what personal information we have about you?



You can ask us any time about the personal information we keep about you.

## How do we keep your personal information safe?

We follow the law and rules about keeping people's information safe.

We do this by:



- Only collecting the information we need
- Using passwords to keep your information safe
- Keeping paper records in a locked file
- Keeping our desks clear and clean
- Only letting staff who provide supports and services to you see your personal information
- Training staff to follow privacy laws and our rules.

## What happens if someone has accessed your personal information without your permission?

If someone accesses your information without our authorisation or your permission;



- 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 another agency

Please tell us if

- You are worried about sending us your information over the internet
- You think your information has not been kept safe or protected

## Complaints and contact details

If you feel we have not respected your privacy, you can make a complaint.

To make a complaint choose one of these options:

- Online by scanning this the QR code
- Visit the Deaf Children Australia website and click on the feedback link www.deafchildrenaustralia.org.au

- Send us an e-mail – privacy@deafchildren.org.au.
- Send a letter to CEO, Deaf Children Australia 597 St Kilda Road, Melbourne Victoria 3004
- Telephone on 03 9539 5300
- In person to any Deaf Children Australia or Sign for Work worker

You can also make a complaint to the Australian Information Commissioner (OAIC) at http://www.oaic.gov.au/privacy/privacycomplaints

## Changes to the Privacy Policy



If we change this policy, we will put the changes on our website.



Have a question? Or what to know more? Please ask our staff