









Your Personal Information Your Consent





This document explains Cahoots **Access to Personal Information Consent Policy**





A policy tells you **HOW** and **WHY** we do things.




When you see the word **we** or **us** in this document it means **Cahoots**

	<p>This policy tells you</p> <ul style="list-style-type: none">What information we collect about youWhat we can do with your personal informationHow we keep your information private
	<p>Who is this policy for?</p> <p>It is for you and your family or your decision makers.</p>
	<p>Your Personal Information</p> <p>Personal Information is information about you</p> <p>This includes:</p> <ul style="list-style-type: none">Your name and date of birthYour address and contact detailsYour funding informationYour goals and services you would like to use
	<p>We may need some sensitive information about your</p> <ul style="list-style-type: none">Health and medical informationReligion and Culture

 	<p>What do we use the information for?</p> <p>We need your personal and sensitive information so you get:</p> <ul style="list-style-type: none"> The right service The service at the right time The best service <p>And we can:</p> <ul style="list-style-type: none"> Get to know your support needs Get to know what you like and do not like Respond to your questions and feedback
	<p>How do we collect your information?</p> <p>Most of the time we talk to you, your family or your decision makers directly</p> <p>Your information is kept safe in our Customer Management System (computer)</p> <p>Only authorised staff can see and use it</p>
	<p>We also get your information from</p> <ul style="list-style-type: none"> • Phoning and emailing you • Audio visual recordings • Photos • The internet, using “cookies” and “web beacons” • Social media like Facebook • Customer surveys and direct marketing

	<p>We will always tell you</p> <p>What information we need</p> <p>and</p> <p>Why we need it</p>
	<p>Your Consent</p> <p>We need to get your consent to:</p> <ul style="list-style-type: none"> Get your information Tell others your information Collect information from another person about you
	<p>When you give us your consent it means</p> <p>You say YES</p> <p>and</p> <p>We can use your information for some things</p>
	<p>Sometimes you need someone to help with consent, like</p> <ul style="list-style-type: none"> Someone in your family Your guardian Another person you trust <p>You or the other person will fill out and sign the Consent Form to give your consent</p>

	<p>No Consent</p> <p>Sometimes you may not want us to use your personal information</p> <p>You can say NO</p> <p>but</p> <p>This may mean we can not give you the service or supports you want</p>
	<p>Changing your Consent</p> <p>Sometimes you may want to change what consents you have given. You can do this by</p> <ul style="list-style-type: none"> • Filling in a new Consent Form, or • Writing or emailing Cahoots at any time
	<p>We will only give your information to another person, without your consent, if</p> <p>The law tells us to do so</p> <p>We believe that it is to stop you or someone else from getting hurt or dying</p> <p>To find you if you get lost</p>
	<p>Your Rights</p> <p>You have the right to</p> <ul style="list-style-type: none"> • See what information we have about you • Make sure we have the correct information • Ask us to change your information if it is not right • Tell us if you are not happy with the way we have used your information

	<p>Complaints</p> <p>A complaint is when you are not happy</p> <p>and</p> <p>You tell someone</p>
	<p>How to make a Complaint</p> <p>If you are not happy with the way we have used your information you can</p> <ul style="list-style-type: none"> • Tell any Cahoots worker or leader • Send us an e-mail at info@cahoots.org.au • Telephone us on 1300 103 880 • Complete the website Cahoots Feedback and Complaints Form
	<p>If you are still not happy you can</p> <p>Call the Office of the Australian Information Commissioner on 1300 363 992</p> <p>or</p> <p>Complain online at the Office of the Australian Information Commissioner (OAIC) website OAIC Website</p>

You can request the **Cahoots Access to Personal Information Consent Policy** by contacting us

Send us an e-mail at info@cahoots.org.au

Telephone us on 1300 103 880