










Your Privacy





This document explains Cahoots **Privacy Policy** and **Information Management Policy**





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



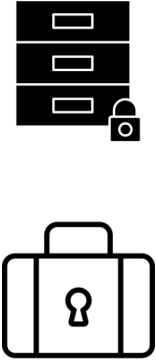


When you see the word **we** or **us** in this document it means **Cahoots**






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|  | <p>This policy tells you</p> <p>How we keep your personal information private</p> <p>How we collect and use your personal information</p> <p>When we can tell others your personal information</p> <p>How we keep your personal information safe</p> |
|  | <p>Who is this policy for?</p> <p>It is for you and your family or your decision makers</p> |
|  | <p>Your Personal Information is information about you</p> <p>This includes:</p> <ul style="list-style-type: none">• Your name and date of birth• Your address and contact details• Your NDIS funding information• Your goals and services you would like to use |
|  | <p>Privacy means your right to say</p> <p>Who can see your personal information</p> |
|  | <p>Confidentiality means your right to expect us</p> <p>To respect your privacy</p> <p>To keep your personal information safe</p> |

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|  | <p>Australian laws require us to</p> <ul style="list-style-type: none"> • Keep all personal information we have about you safe • Tell you what we are going to use your personal information for • Allow you to see your personal 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 personal information |
|  | <p>We may need some sensitive information about your</p> <p>Health and medical information</p> <p>Religion and Culture</p> |
|  | <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 personal 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 personal 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 |

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|   | <p>What do we use your personal information for?</p> <p>We need your personal and sensitive information so that 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"> Give you information about our services Get to know your support needs Get to know what you like and do not like Respond to your questions and feedback |
|  | <p>Your Consent</p> <p>We need to get your consent to:</p> <ul style="list-style-type: none"> Get your personal information Tell others your personal information Collect personal information from another person about you |
|  | <p>When you give us your consent it means</p> <ul style="list-style-type: none"> You say YES and We can use your information for some things |

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|  | <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 cannot give you the service or supports you want</p> |
|  | <p>We will only give your personal information to another person, without your consent, if</p> <ul style="list-style-type: none"> • The law tells us to do so • We believe that it is to stop you or someone else from getting hurt or dying • To find you if you get lost |
|  | <p>Your Rights</p> <p>You have the right to</p> <p>See what information we have about you</p> <p>Make sure we have the correct information</p> <p>Ask us to change your information if it is not right</p> <p>Tell us if you are not happy with the way we have used your information</p> |
|  | <p>Sometimes we will not let you see all of your information if your request</p> <p>Unfairly affects another person's privacy</p> <p>Is made to waste time or cause trouble</p> <p>Is linked to a current legal dispute</p> <p>Would be illegal</p> <p>Effect any ongoing investigations or legal proceedings</p> |

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|  | <p>Our workers have legal responsibilities to know about privacy</p> <p>All our workers sign a form to say they will keep your information private they will keep your information safe</p> |
|  | <p>We call the information we keep about you, your records.</p> <p>Your records are on paper on our computers</p> |
|  | <p>We keep your paper records safe</p> <p>in a locked cupboard in a secure room</p> <p>When you are on Camp or Day Program</p> <p>Your paper record is looked after by the Facilitator and kept safe in a file in a locked bag</p> |
|  | <p>We keep your computer records safe</p> <p>By locking our computers By using special passwords to open your record</p> |
|  | <p>Storing your information</p> <p>When we do not need your personal information no more we</p> <ul style="list-style-type: none"> • Destroy the papers • Use safe ways to delete it from our computers |

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|  | <p>If your personal information is not safe</p> <p>We try hard to keep your personal information safe</p> <p>Sometimes there may be a data breach</p> |
|  | <p>What does a data breach mean?</p> <p>This means someone has not gotten your consent to see your personal information</p> <p>and</p> <p>they have seen your personal information</p> |
|  | <p>What will we do?</p> <p>We will tell you if</p> <ul style="list-style-type: none"> • Something stops your information being safe <p>The law tells us we must also tell the Commissioner</p> <ul style="list-style-type: none"> • The Commissioner is a special person in the government that look after privacy |
|  | <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 |



If you are still not happy you can

Call the Office of the Australian Information Commissioner on **1300 363 992**

or

Complain online at the Office of the Australian Information Commissioner (OAIC) website [OAIC Website](#)

You can request the Cahoots **Privacy Policy** and **Information Management Policy** by contacting us

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

Telephone us on 1300 103 880