

Privacy and confidentiality



About this document

This document tells you about our privacy and confidentiality policy.

This is how we do what the law says we must do to protect your privacy.



Privacy means that any person has the right to keep their personal information private.



Confidentiality means to keep your personal information private and protected.

Ask us if you would like to know more information or you have a question.



Your privacy

This document is about your privacy.

This document tells you:

- what we know about you
- why we know things about you
- how we will use what we know
- how we will keep what we know safe
- what we do when your personal information has been accessed without your consent.



There are laws to protect your personal information.

Personal information is anything that is about you. This could be:

- your name
- where you live
- your date of birth
- your job or day activities
- information about your disability.



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We will keep your information **private**.



This means we will **not** tell people your personal information unless we have to.

You do **not** have to give us your personal information.

If you choose not to give us personal information we may not be able to give you services you need.



Why we keep your personal information

We ask for your personal information so we can:

- provide the right services and supports
- help with your complaints
- get the right workers for you.



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The personal information we keep

The personal information we keep might include:

- your name
- your date of birth
- your phone number
- your email address
- information about your disability.



Sometimes your personal information is **sensitive information**.

Sensitive information is normally private and can include:

- your cultural background
- your religious beliefs
- your sexual orientation
- information about your health.



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We also keep personal information on:

- other service providers you receive services from
- your family or carers
- our staff.



We will not tell anyone about your personal information unless we have to.

The NDIS Commission might need the information to keep you safe.



How we use your personal information

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

We might need to tell other people about you because they give you the supports you need.

You need to give **consent** for us to tell other people your personal information.

Consent means you say 'yes'.



We might give other people your information when you have not given consent if:

- the laws say we must
- it will keep you safe.

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



You can request a copy of your personal records.

How we keep your personal information safe



We keep paper records locked in our offices.



We keep your personal information stored on computers protected with a password.



Only staff who provide supports and services to you can see your personal information.



We only keep your personal information as long as we need it.



We destroy your personal information when we no longer need it

What happens when someone accesses your information without your consent?



When someone has accessed your personal information without our permission and without your consent, this is called a **data breach**.



If a data breach happens we will:

- tell you what happened
- take action to make sure you will not be harmed
- find out why it happened
- improve the way we handle your personal information.

We may have to report the data breach to the government.

This will not affect the services we provide you.