



Rocky Bay

HEALTH + COMMUNITY

Privacy



Easy English
GUIDE

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your partner in possibility

What is a policy



A policy is

- a plan for how to do things
- where rules come from.



An Easy English guide is a summary of another policy.

You can find the other policy on our website

www.rockybay.org.au



Some words are written in **pink**.

We will explain what these words mean.



When you see the word

- **we**
- **our**
- **us**

in this book it means **Rocky Bay**.

You can get help with this policy



You can get someone to help you

- read this policy
- know what this policy is about
- find out more information.



What is a privacy policy



A privacy policy tells us

- what information we can have about you
- who can see your information
- what we will do with your information





- how we will keep your information safe



- when we can tell others your information.

What information we collect

To give you good services and supports we need some **personal information**.

Personal information is things about you that help us know

- who you are



and

- how to help you live your best life.

We need information like your



- name



- date of birth



- how to contact you



- medical history



- disability



- where you get your funding.

We need to know who we can contact if we need to tell them something.

This could be your



- family

- friend



- carer



- **guardian**



A guardian is someone that makes legal choices for you.

We also call them a **decision maker**.



We will only collect the information that you say we can have.

We will always keep your personal information **private**.



Private means that we will only let your information be seen by people that are allowed to.



This means

- you



and



- your legal guardian.

Third Party Disclosure

Sometimes we have to let other people know your information.

This is called **Third Party Disclosure**.



This might be because the law tells us we have to.

For example



- the NDIS

or



- you let us tell someone else.



We will always keep a record when we tell someone else your information.



We will never use your information or pictures of you unless you tell us it is okay.

What we will do if somebody else has your information

If somebody else has your information and they should not we call this a **Data Breach**.

We will tell you if this has happened.

We will contact you quickly by



- telephone



- SMS

or



- email.

There are rules we have to follow to keep and change your information.



This is law.



We follow the Australian Privacy Principles in the Privacy Act 1988.

This makes sure we do everything we can to keep your information

- correct



and



- safe.

How you can change your information

Sometimes information we have is



- not right
- or
- you want to change it.



You need to let us know if you want your information changed.

This can only be done by



- you

or



- your legal guardian.

You can



Call us on 08 **6282 1900**



Email us enquiries@rockybay.org.au



We will always keep a record when we change your information.

How to make a complaint



If you feel we have not looked after your information you can make a **complaint**.

A complaint is when



- you are not happy about something

and



- you tell someone about it.



You can tell us that you are not happy with what we have done with your information.

You can contact us



By phone 08 **6282 1900**



By email enquiries@rockybay.org.au



You can speak to the NDIS Quality and Safeguards Commission.

You can contact them whenever you want to.



NDIS Quality and Safeguards Commission



1800 035 544



Translating and Interpreting Service

131 450



www.ndiscommission.gov.au/about/complaints

If you are still not happy you can contact the



Office of the Australian Information
Commissioner (OIAC)



This is free.



<https://www.oaic.gov.au/privacy/privacy-complaints/>

Your support person can help you with this.