

Policy: 10.1.3 Privacy

Version: Easy Read

Date: May 2021



This policy explains how Ability WA protects the privacy of our customers personal information.

Word List

Customer	A customer is any person receiving supports from Ability WA.
Employee	Anyone who works for Ability WA or is a representative of Ability WA.



Who is this policy for?

This policy is for Ability WA customers and employees.



Why does Ability WA need your personal information?

Ability WA will need to collect personal information to **support your needs** and to **provide services**.

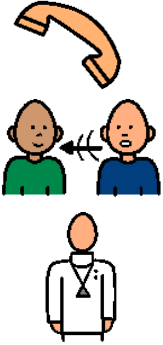
Examples of personal information includes:



- Full name
- Date of birth
- Home address

After you print this document it might be updated.

How do we collect your Personal Information?



We collect personal information through:

- Phone conversations
- Face to face conversations
- Doctor or other health professionals' referrals
- Participation in our fundraisers or information events



How do we store your Personal Information?

Your personal information is always stored safely. It may be stored electronically, on papered documents, in spoken words or photographs.



Ability WA will keep all personal information confidential, unless asked by you or authorised by law.

Other reasons your Personal Information might be used?



If your personal information is needed for something other than supporting your needs or providing a service, we will ask for your consent before doing so.

Examples include:

- Information on products and services
- Planning and making products and/or services
- Raising money for Ability WA.



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- Accounting (billing)
- Data processing, which may be used overseas, but will be kept safe under our Privacy Act.

This will be explained to you.

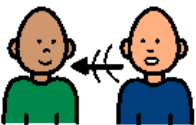


Ability WA likes to **share personal success stories** with others through our newsletters or on the internet. We will ask your permission before sharing. You can choose to say no.

If you need any personal information that Ability WA has stored, we will provide this to you, unless:



- It would result in a serious threat to your life or health.
- It is not a serious request.
- The law tells us we can't.



Ability WA will tell you why this information **cannot** be shared with you.

If you believe this information should be shared with you, Ability WA will **review** this on request.



This will be reviewed by a different organisation; *not* Ability WA.



When to contact Ability WA about my private information?

If you want to **get your personal information** from us, **make changes** to your personal information or **make a complaint** about how your personal information has been treated, please call Ability WA on 1300 106 106.



If you need more information, you can contact our Customer Contact Team on 1300 106 106 or email info@abilitywa.com.au.



If you need to know more, please ask to read our 'Code of Conduct' policy.



We will review this policy before May 2022.