



interaction
empowering people

PRIVACY POLICY

Easy Read Guide



PERSONAL INFORMATION



Personal Information is any information that can be used to identify you



This can include:

- Your name
- Your address
- Your phone number
- Your email address



Interaction collects personal information so that we can help you through our services

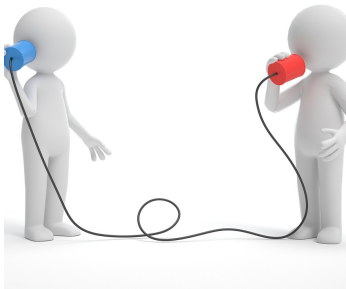


For example we may need your name, and health information to communicate that to your support worker or your doctor

WHEN DO WE COLLECT PERSONAL INFORMATION?



There are times we may ask for your personal information



This can be to:

- Provide our services to you
- Communicate with you through our email newsletters
- Assist with any questions you have
- Keep you safe



Sometimes you can choose to not give your details or say no to receiving email newsletters



Talk to your support worker or an Interaction staff member to talk about options if you are worried about the security of your information

HOW DO WE COLLECT PERSONAL INFORMATION?



We usually collect personal information from you or your carer, guardian, or another responsible person



If we have your information, it means you have given us permission to have it



If you choose to not give us your information, we may not be able to provide you with the services you need or communicate with you



We may also collect personal information:

- When you give us information through the Interaction website
- When you interact with us on our social media channels
- When you visit our head office

HOW DO WE USE YOUR PERSONAL INFORMATION?



There will be times when we will need to use your personal information



Some examples of this include:

- To provide and improve our services to participants and their family members
- To verify your identity
- To communicate with our participants and their family members
- To undertake general business activities such as billing
- To keep you safe



We will not share any of your personal information with anyone who doesn't need to know except when we are required by law to do so

COMPLAINTS



You can make a complaint if we have used your personal information without your consent



You can complain in writing to staff or by contacting us via our head office phone number



If you have asked us to correct your information, and we don't, you can also complain



The final option is that you can complain to the Office of Australian Information Commissioner if you are unhappy with how Interaction handles your information

- Website: www.oaic.gov.au