

PRIVACY STATEMENT

Bestlife Respite Care provide an easy read document about your privacy. This is so you fully understand what we do with your private information.

YOUR PRIVACY

- It means that we know things about you
- We asked a lot of questions that you answered and that is the information we have about you
- It also means we tell you what we do with the information that we know about you

WHAT THIS DOCUMENT WILL TELL YOU;

- What we know about you
- Why we need to know these things about you
- How we will use what we know
- How you can change what we know
- How to make a complaint

YOUR PERSONAL INFORMATION

There are laws that protect your personal information

Personal Information could be about

- Your name
- Where you live
- Your date of birth
- Your health or disability information

We will keep your information private.

Private means we will not tell people about it unless we have to.

WHAT WE KEEP

We keep personal information about different people, like;

- People who use the NDIS
- Our staff
- Disability Service Providers

The Personal Information we keep is;

- Your name, date of birth and address
- Your medical information
- Your financial information
- Information about your disability

- What supports you get

We will not tell anyone about your personal information.

HOW WE GET PERSONAL INFORMATION

We get personal information from;

- You

Someone who helps you with the NDIS

For example;

- A carer
- Disability Service Providers
- Other government Departments

You can consent for other people to give us your information.

- Consent means you say yes
- You do not have to give us all your personal information

If you do not consent, we might not give you;

A Service Agreement to start respite

Or

Support your needs

We might ask you for your information

- By phone
- By email
- In person
- By your carer

HOW WE USE PERSONAL INFORMATION

We use personal information to help us;

- Give you services
- Manage the NDIS
- Contact you

We might need to tell other people about you because they;

- Help with your NDIS plan
- Give you supports you need

When you get an NDIS plan you consent for us to tell service providers about you. We might keep your Tax File Number. Tas is money you pay to the government.

A Tax File Number is;

- 8 or 9 numbers long

To tell the government about the money you make

We cannot tell you about your Tax File Number. To find out about your Tax File Number you can contact the Australian Tax Office.

HOW WE KEEP YOUR PERSONAL INFORMATION SAFE

- We keep paper records safe in our office
- Our office has secure access. Secure access means you need a key to access your file.
- We keep information on our computers safe
- We only tell people your information if the law says they can know

ABOUT OUR WEBSITE AND SOCIAL MEDIA

We might find out your personal information from

- Myplace portal

CONTACT US

Bestlife Respite Care Pty Ltd

Call 0438633362 or www.bestliferespice.com.au or email info@bestliferespice.com.au

Bestlife
Respite Care