



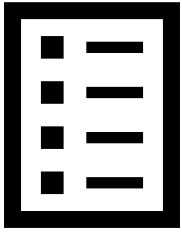
PRIVACY AND CONFIDENTIALITY EASY READ

You can ask us for help.

If you want to read our full privacy policy, you can go
to our website

www.wholefamilyhealth.com.au/privacy-policy

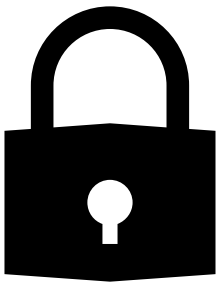
What is this about?



This is an easy-to-read guide of our **privacy policy**.

Privacy means that any person has the right to have information about them not told or shown to other people.

Our **privacy policy** says how we do what the law says we must do to protect your privacy.



This guide will explain:

- How we get information about you
- Why and how we use your information
- How we keep information about you safe
- How we share information about you if we need to
- What we do when something goes wrong
- What rights you have about your information



Whole Family Health wrote this guide.

When you see the word 'we' or 'our', it means Whole Family Health.

Bold.

We have written some words in **bold**.

Not Bold.

We explain what these words mean.

There is a list of these words at the end of this guide.

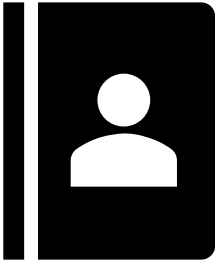


If you have a question or you need help understanding this guide, please ask one of our workers.

Our workers wear red shirts with black on the sides, as well as black pants, when they are at Whole Family Health.

What information do we collect?

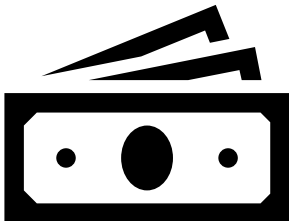
We collect information like:



- Your name and where you live
- How we can contact you or the person who looks after you
- Your birthday
- Your culture and what you believe in



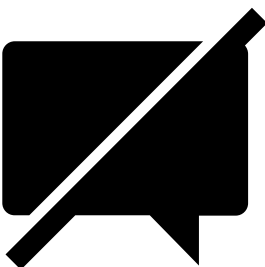
- Information about your health
- Why and how we are helping you
- Other people who help you



- Who pays us when we help you
- How they pay us



- If you use the NDIS, your NDIS plan
- Your NDIS number if you have one



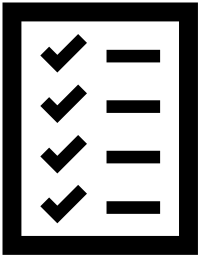
You do not have to give us the information that we ask for.

If you do not want to give us information, you can say 'No'.

If you do not give us the information that we ask for, it might mean that it is hard for us to help you.

How do we collect your information?

We collect information:



- When you fill out a paper form
- When you fill out an online form for us
- When you go to our website

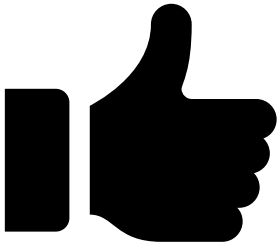


- When you talk to one of our workers
- When a person who looks after you talks to one of our workers – this person might be your Mum or Dad



- From a doctor or someone who helps you, but only if you say it is okay

How and why do we use your information?



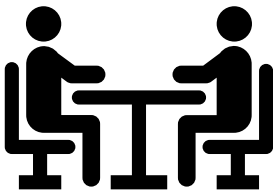
We use your information so we can help you as much as we can.

We want to help you as much as we can. We need your information to do this.



We only use the information you give us for the reason that we told you at that time.

If we want to use your information for a different reason, we have to ask you first.



We use your information to:

- Talk to you, or the person who looks after you
- Talk to other people who help you if you say we can
- Do research
- Talk to all of our workers about how we can help you best

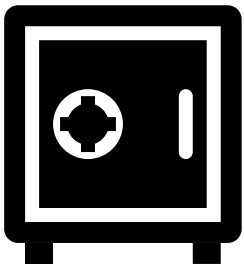


Sometimes we might have to give your information to another person without asking you first.

We are only allowed to do this if:

- The law or the NDIS tells us to
- We think that telling another person will stop you or someone else from getting hurt or dying
- You get lost and the information would help find you

How do we keep your information safe?



We keep paper records in our building under lock and key.

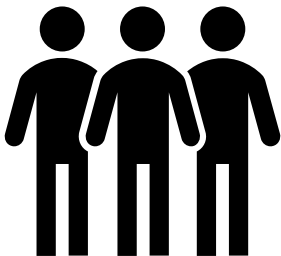
All your information is kept in Australia.



We keep your information stored on computers protected with 2FA.

2FA means that to get into a computer, a person needs to know a password *and* use a code that is only shown on one phone.

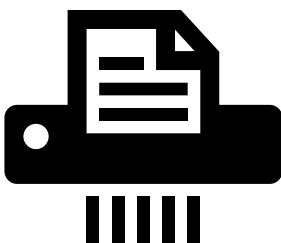
2FA is a higher level of security, making it harder for your information to be stolen.



Only our workers can see your information.

If you see us for Counselling, only your Counsellor can see information that you told them.

Only the workers who ask people to pay us get to see information about how people pay us.

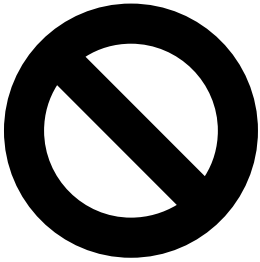


We only keep your information for as long as we need it.

The law says we have to keep your information until you are 25 years old, or for 7 years after we last helped you if you are already an adult.

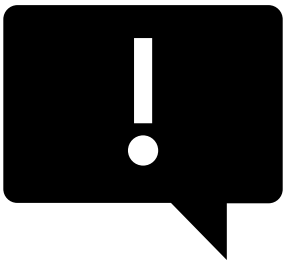
We destroy your information when we no longer need it.

What do we do when something goes wrong?



We will do things when there's a **data breach**.

A **data breach** is when someone gets your information without our permission, and without you saying that they can get it.



If a data breach happens:

- We will tell you what happened
- We will take action to make sure that you do not get hurt because of it
- We might need to tell the government
- We will keep helping you

- We will find out why it happened
- We will improve the ways we keep your information safe



What rights do you have?



You can ask us at any time about the information that we have about you.

We normally have to give you a copy of the information we have about you whenever you ask.



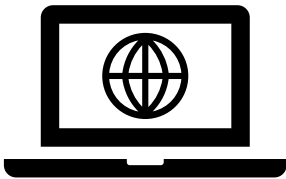
If we say that we will not give you a copy of your information because we think it will hurt someone, you can tell us to give it to your doctor.

How you can make a complaint



You are allowed to complain if you feel that we have not respected your privacy or if you are unhappy with something we have done.

If you make a complaint to us and it does not end well, you can complain to the government.



You can complain to the government by going to their website – <https://www.oaic.gov.au/privacy/privacy-complaints>

How to talk to us



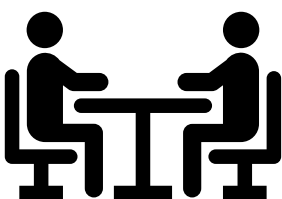
- Go to our website – www.wholefamilyhealth.com.au



- Send us an e-mail – theteam@wholefamilyhealth.com.au



- Call us – 9833 3363



- Talk to any of our workers

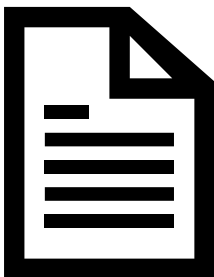
Word List



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