

## Spectrum Centre Privacy & Confidentiality information – Easy read

Spectrum Centre will make sure that you always:



Feel safe when you get help from Spectrum Centre



Have information about you kept private



This document tells you about Spectrum Centre's Privacy and Confidentiality policy. It explains how we protect your privacy and is part of the law.



Privacy is your right to have your personal information kept safe and not told or shown to anyone



Confidentiality means that there is a duty to keep your personal information private and protected

## Your Privacy

There are laws to protect your personal information, which include details about you, such as:



- Your name
- Your date of birth
- Your phone number
- Your email address
- Where you live, work, or study
- Information about your disability



Personal information may also include private information, such as your:

- Health information
- Religion and/or beliefs
- Cultural background
- Sexuality



This document is about the privacy of your personal information, which includes:

- Information about you and why we know about you
- How we will use information about you and keep it safe
- What we do when your information has been accessed without your consent (you saying 'yes')

We keep your personal information private:



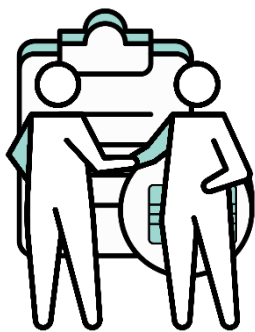
- We will not share your personal information with other people unless we have to
- You do not have to share your personal information with us.
  - If do not want to share your personal information with us we may not be able to give you services

## Why do we keep your personal information?



We ask for your personal information because it helps:

- Us to provide good services and supports
- With any feedback or complaints
- Us provide the right supports for you



We also keep personal information on:

- People working with you
- Details of our services with you
- Your family or carers
- Other services working with you



We will not share your personal information unless it is needed to keep you safe and required by the NDIS Commission.

You need to give consent (you saying ‘yes’) for us to tell other people your personal information.



We might need to share your information when you have not given consent if:

- The law tells us to
- We believe it will stop you or someone else from getting hurt or dying
- It will keep you safe

You can ask us any time about the personal information we keep about you and request a copy of your personal records.



We will use your personal information to:

- Help provide good services and supports
- Help others to provide you with supports you need

### How do we keep your personal information safe?



We keep records safe by:

- Storing paper information in locked cabinets
- Using computers protected with a password



Only people who provide supports and services to you can see your personal information.



We only keep your personal information for the time that we need it and destroy it when it is not needed.

## What happens if someone gets your information without your consent?



If someone has accessed your personal information without our permission and without your consent (known as a “data breach”) we will:

- Tell you what happened
- Take action to make sure you will not be harmed
- Find out why it happened
- Improve how we look after your personal information
- Report this to the government if needed
- Continue to provide services to you

## Complaints and contact details

If you feel that we have not respected your privacy you can send as a complaint by:



- Visiting the Spectrum Centre Website – [www.spectrumcentre.com.au](http://www.spectrumcentre.com.au)
- Send us an email – [feedback@spectrumcentre.com.au](mailto:feedback@spectrumcentre.com.au)
- Send us a letter:  
Allied Health Precinct  
Spectrum Centre  
Level 3 / 30 Dundobar Rd  
Wanneroo 6065
- Telephone 0499 930 811
- Telling us in person during an appointment

You can also complain directly to the Australia Information Commissioner (OAIC) at <http://www.oaic.gov.au/privacy/privacycomplaints>

If you would like to know more information or you have a question, please ask Spectrum Centre.