



Privacy Policy

When you see the word **we** in this book

 Identitywa

- it means Identitywa



Easy English

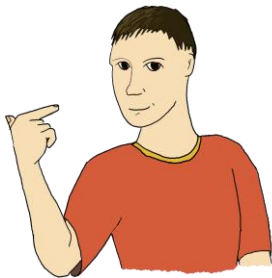
August 2020



About this book

This book tells you about our **Privacy Policy**.

A **Policy** is like our rules.



Privacy means your right to say

- who can see your personal information.

Our Privacy Policy tells us

- what we can do with your personal information
- how we keep your information private.



We make our privacy rules

from what the law tells us.



Your personal information



We need some information about you when you get our services.

We need your **personal information**.

Like your

- name
- address
- date of birth.



We may need some **sensitive information**.

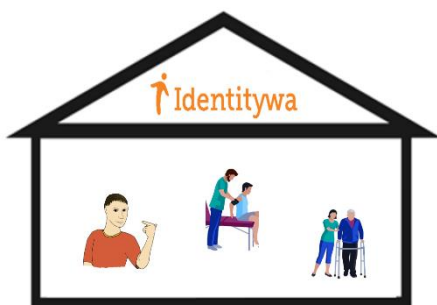
Like about your

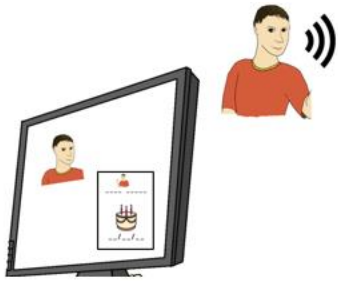
- religion
- health.



We need your personal information and your sensitive information so that

- you get the right services
- you get the service at the right time
- you get the best service.





We may get your information

- when you talk to us
- in videos
- in photos.



We will always tell you

- what information we need

and

- why we need it.

Your Consent

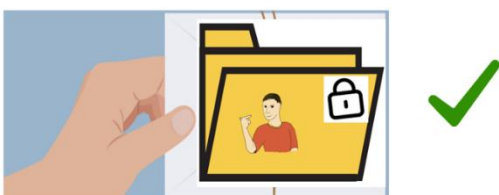


We need to get your consent

- to get your information



- to tell others your information.



When you give us your **consent** it means

- you say **yes**
- we can use your information for some things.

Some times you need some one to help
you give consent.

Like



- some one in your family

- your guardian



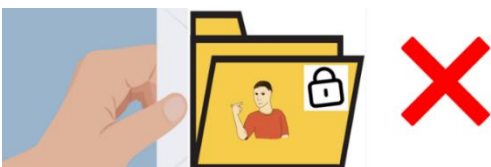
- an other person you trust.



You or your chosen person will sign a
form to give your consent.

No consent

Some times you may **not** want us
to use your personal information.



- You **can** say no

but

- this may mean
we can **not** give you the service.

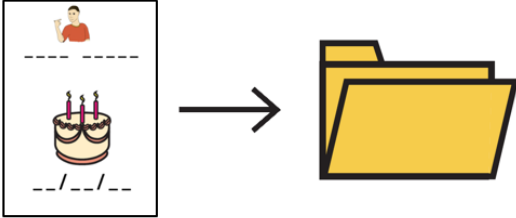




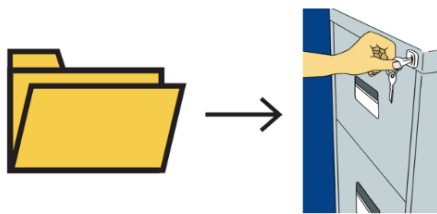
We keep your information safe

We keep your information

- on paper
- on our computers.



We call the information we keep **your record**.



We keep your record safe

- in a locked cupboard



- in a secure room.

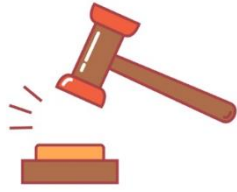


We keep your computer record **secure**.

This means we lock our computers.

We can only open your record
with a special password.

Our computer records stay in Australia.



The law tells us how long we keep your information.

When we do not need your information any more



- we destroy the papers



- we use safe ways to delete it from our computers

Our workers promise

All our workers sign a form to say



- they will keep your information private
- they will keep your information safe.

If your information is not safe

We try hard to keep your information safe

but

some times there **may** be a **data breach**.

This means

- some one has **not** got your consent to see your information

but

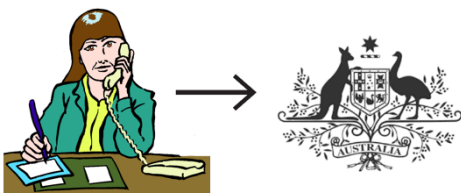
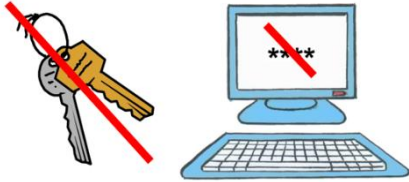
- they **have** seen your information

and

- it may hurt you or some one.

We will tell you if

- some thing stops your information being safe.



The law tells us we must also tell

the **Commissioner**.

The Commissioner is a special person in the government.

They look after privacy.

Complaints

A complaint is when

- you are **not** happy
- and
- you tell some one.



You can make a complaint to our **Chief Executive Officer**.



You can call the CEO office

- 08 9474 3303.



You can send an email to us

- admin@identitywa.com.au.

If you are still not happy you can

- call the Commissioner
 - 1300 363 992

or

- complain online

- [OAIC Website](#)

oaic.gov.au/about-us/contact-us/



More Information



The Accessible Information Service at VisAbility wrote the Easy English.

August 2020.



This book helps you know what the Identitywa Privacy Policy says.



We use pictures from

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In this book we are allowed to use



- The identitywa logo



- The VisAbility logo.