

# Privacy Policy and Procedure



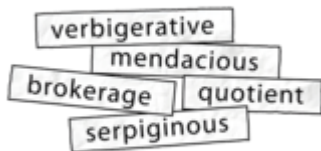
## About this book

This book is written by Identitywa.  
When you see the word **we** it means Identitywa.



This book is written so it is easy to read.

We use pictures to explain some ideas.



The first time we use hard words we write them in **blue**. Then we explain what the word in **blue** means.



You can get someone to help you:

- read this book
- know what this book is about
- get more information



- A **Policy** and **Procedure** tells you HOW and WHY we do things.



- This document explains Identitywa's Privacy Policy and Procedures.
- Privacy means your right to say who can see your information.



This policy and procedure tell you:

- What we can do with this personal information.
- How we keep your information private.
- We work hard to protect your privacy.
- This policy is about keeping your information safe.



Who is this policy and procedure for?

- It is for you and your family.
- Your carer.
- Your guardian.



**Information**

## **How do we collect information?**

- We make our privacy rules from what the law tells us.
- We may get your information:
- When you talk to us.
- In videos.
- In photos.



We will always tell you:

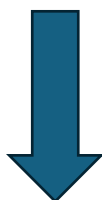
- What information we need.
- We will also explain why we need this information.
- We want to make sure your privacy is safe.



## **Your consent**

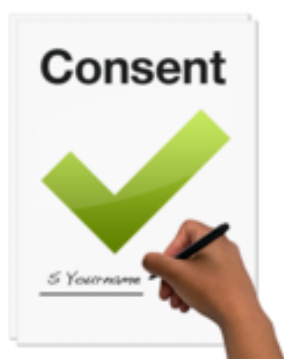
- We need to get your consent to get your information.
- We need your consent to tell others your information.

When you give us your consent it means:



## **You say Yes**

- We can use your information.
- We use your information to make sure you get the help you need.
- We only use it when you agree.





## **Your Personal Information**

We need some information about you when you receive our services. We need your personal information like your:

- Name.
- Address.
- Date of birth.



We may need some sensitive information like about:

- 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.



### **Sometimes you need someone to help with consent, like:**

- Someone in your family.
- Your guardian.
- Another person you trust.
- You or the other person will sign a form to give your consent.



### **No consent**

- Sometimes you may **not** want us to use your personal information.
- You can say no but this means we might not be able to help you.
- This is because we need your information to give you the service.





### **We keep your information safe**

- 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.



## **Storing your information**

- The law tells us how long we keep your information.
- When we do not need your information anymore.
- We destroy the papers.
- We use safe ways to delete it from our computers.

## **Our workers legal responsibilities:**



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.
- Sometimes there may be a data breach.



## **What does a **data breach** mean?**

- This means someone has not got your consent to see your information.
- When a data breach happens, it can be worrying.
- It is important to tell someone if you think your information is not safe.



## **What will we do?**

- We will tell you if something 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 something makes you unhappy.
- You need to tell someone about it.
- It is important to speak up.
- 
- This way you can feel happy again.



## **What do I need to do if I have a complaint?**

You can make a complaint to our Chief Executive Officer (CEO).

- You can call the CEO Office on  
(08) 9474 3303.
- You can send an email to us on:

[admin@identitywa.com.au](mailto:admin@identitywa.com.au)



You can complete the feedback form on our Identity WA website:

[We Value Your Views – Feedback - Identitywa - Registered NDIS Provider](#)



**If you are still not happy you can:**

- Contact the NDIS Commissioner on 1300 363 992.
- NDIS Commissioner website can be found here: [Complaints about a provider or worker | NDIS Quality and Safeguards Commission](#)



- You can complain via the Office of the Australian Information Commissioner (OAIC) contact number is 1300 363 992.
- Office of the Australian website can be found here: [Privacy complaints | OAIC](#)