

Policy & Procedure

A Policy and Procedure tells you **HOW** and **WHY** we do things. When you see the word **we** in this document it means **Identitywa**.

What this policy and procedure is about?

This document explains Identitywa's **Privacy Policy and Procedure**.

Privacy means your right to say

- who can see your information.



This policy and procedure tells you

- What we can do with your personal information.
- How we keep your information private.

Who is this policy and procedure for?

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

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
 - and**
 - why we need it.



Your consent



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

When you give us your consent it means

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

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 service
 - 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 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.

Storing your information

- 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 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
but
- 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

but

- they **have** seen your information.

and

- it may hurt you or someone.



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 you are not happy

and

- you tell someone.

What do I need 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
admin@identitywa.com.au

If you are still not happy you can

- Call the Commissioner
1300 363 992

or
- complain online via the Office of the Australian Information Commissioner (OAIC) website
[OAIC Website](#)

