

## Privacy Policy

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

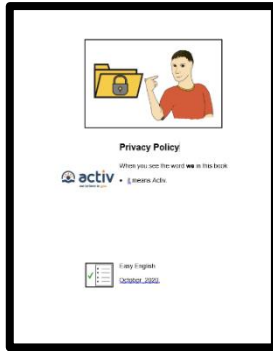


- it means Activ.



Easy English

October 2020.



## In this book

This book tells you about our **Privacy, Dignity and Confidentiality Policy**.

A **Policy** is like our rules.



**Privacy** means your right to say

- who knows your personal information.



**Dignity** means your right to be respected.



**Confidentiality** means your right to expect us

- to respect your privacy
- to keep your information safe.

Our Privacy Policy tells us



- what we can do with your personal information



- how we keep your information private



- when we can tell others your information.



We make our privacy rules from what the law tells us.

# Your personal information

Some times we need information about you.

We may need some **personal information**.



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Like your

- name
- address
- date of birth



\_\_ / \_\_ / \_\_



- religion

- health information.



Like what

- operations you have had
- medicines you take.



We may need your personal information so that

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



We may need to know things we say about you.

Like

- what services you need
- what your goals are.

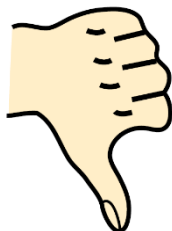
We may need to know things you say about us.

Like



- we have done a good job

or



- we have not done a good job.

# 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 get your information for some things

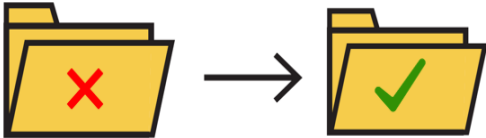


- we can use your information for some things.

You have a right to



- see what information we have about you



- make sure we always have the correct information.

We make sure our workers know about



- your rights about privacy
- their rights about privacy
- what we do to respect your rights.

## Our workers promise

All our workers sign a form to say

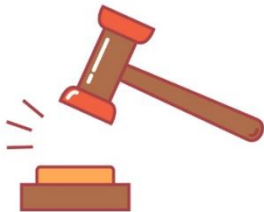


- they will keep your information private
- they will keep your information safe.



We will always respect you.

We will always be fair.



We will always follow the law.



Our workers only



- keep information they need for their job
- see information they need for their job.

We will always tell you



- what information we need

**and**

- why we need it.

We make sure you can talk about  
personal things in private.



## We keep your information safe

We always try hard to keep your information safe.



Like

- locked away

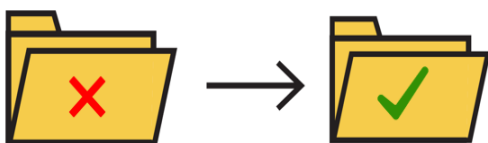


- on our work computers.

We do our best to make sure



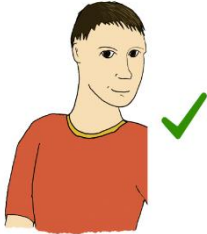
- we only use your information in the right ways
- we do **not** lose your information
- we do **not** let the wrong people get it



- we only change your information when you tell us to



We only tell other people your information when



- you tell us to

or



- the law tells us to.

But some times

- some one may see your information

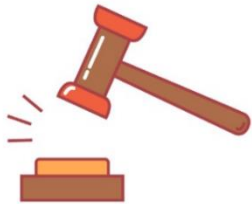
but

- **not** have your consent.



Our workers will tell their manager.

## When we do not need your information



The law tells us how long we must keep your information.

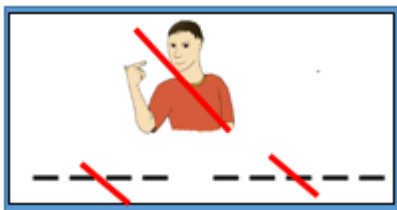
When we do not need your information any more we will



- destroy the papers



- use safe ways to delete it from our computers.

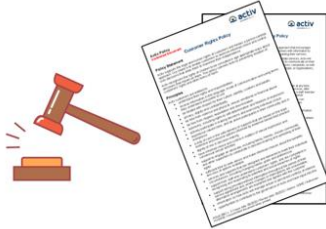


We will **de-identify** your information.

This means people can **not** know who the information is about.

## About this book

Our Policy follows information from



- laws
- Australian standards
- other Activ policies.



The Accessible Information Service at VisAbility wrote the Easy English.

October 2020.



We use pictures from

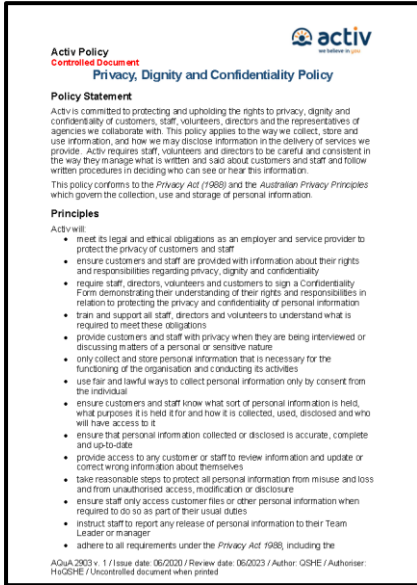
- Inspired Services
- The Noun Project
- Mulberry images from Straightstreet
- Dreamstime



- Activ



- VisAbility.



This book helps you understand  
the **Activ Privacy, Dignity and  
Confidentiality Policy**

- version 1
- AQuA number 2903
- issued in June 2020
- to review by June 2023.

Make sure you print our latest version.