

Privacy Brochure

Easy Read – English



This brochure is about privacy.

Privacy means:

- things we know about you
- what we do with what we know about you.



How to use this brochure.

Uniting WA wrote this brochure. When you see the word 'Uniting', 'we' or 'us', it means Uniting WA.

This brochure is written in an easy to read way.



You can ask for help to read this brochure.

A friend, family member or support person may be able to help you.

You can request this brochure in another language and format.

What is personal information?

There are laws that protect your personal information.

Your personal information could be:



- your name
- where you live
- how to contact you
- your date of birth.

Why we get personal information.

We get personal information about different people. For example:



- our service users
- our employees
- other organisations.

We need personal information to help us do our work.

How we get your personal information.

We get your personal information from you.

We might ask you for your personal information:



- by email
- by phone
- in person.



You can give consent for other people to give us your personal information.

Consent means you say yes.

How we use your personal information.



We use your personal information to help us:

- give you services
- contact you.



We keep your personal information private.

Private means we will not tell people about it unless we have to.



We will ask for your consent before we give your information to other people or organisations.

Consent means you say yes.

How we keep your personal information safe.



We keep paper records safe in our offices.

We keep personal information on our computers safe.

We only share your information if the law says we can.

How to get a copy of your personal information.



You can ask for a copy of the information we have about you.

We can usually show it to you.

We might not be able to let you see it if it includes other people's personal information. We will tell you if this is why you can't see it.



You can ask Uniting to change information about you that is wrong.

If we think it doesn't need changing, we will add a note to say you don't agree with it.



We won't charge you any money to ask to see your information or to make any changes to it.



Privacy complaints.

You can ask us questions about your privacy.

You can also tell us if you have a problem with your privacy at Uniting.

You have the right to make a complaint.



When you make a complaint we will talk to you and help sort it out.

We will do it as soon as we can.

You can read more about our complaints process in our [Complaints Brochure](#).

If you are not happy with how we work on your privacy complaint you can contact the **Office of the Australian Information Commissioner (OAIC)**:



Phone: 1300 363 992

Email: enquiries@oaic.gov.au