

Our Privacy and Confidentiality Policy

Easy English booklet 24 September 2020



How to use this booklet

- This document was written by Life Without Barriers in Easy English.
- We use pictures to explain some ideas.
- Some words are written in **blue**. We explain what these words mean.



- This document explains what Life Without Barriers' **Privacy and Confidentiality Policy** is, and what it means for you.



- You have the right to **privacy** and **confidentiality** in the help you get from Life Without Barriers.

- **Privacy** means you have the right to have information about you kept safe from other people.

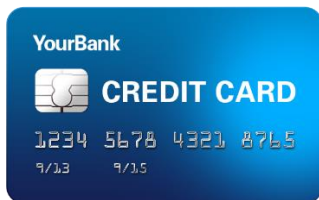
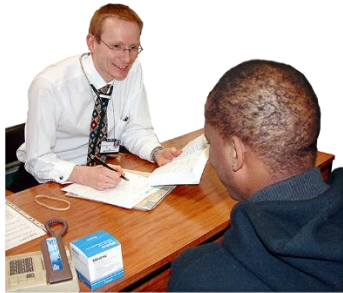
- **Confidentiality** sounds like 'con-fee-den-she-al-ity'.

It means any person who needs to know your information to give you help, like doctors or support workers, must not share it with anyone else.



- Only people who support you can look at information about you. They are not allowed to give it to other people.





- **Personal information** can include things like:
 - your health
 - your bank details
 - your faith or religion
 - if you are unwell or have a virus
 - who you like or who you love
 - if you have done something that meant you have to go to court.



- To help our staff, volunteers and other people who work with you know how to protect your privacy, we have made a special set of rules.

These rules are explained in a document called the **Privacy and Confidentiality Policy Guideline**.



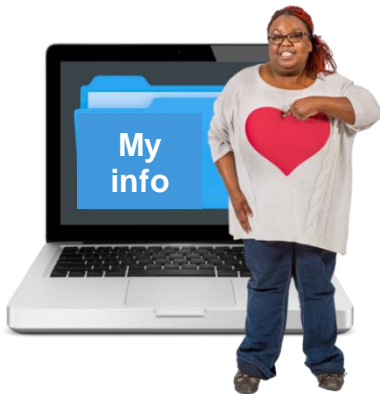
- Your staff will read and understand these rules so they know how to keep your information private.



- We will only ask for the information we need to support you.



- We will only share your information if:
 - you agree, or
 - it is needed to help support you, or
 - to keep you or someone else safe, or
 - we have to because of a law.



- Remember, your information belongs to you – no one else!



- You have the right to see the information we have about you and ask for it to be changed if it is wrong.



- If you want to ask something about the Privacy and Confidentiality Policy Guideline, talk to your Life Without Barriers team.



Your support staff can answer your questions.

- You, your family and supporters can also ask questions or send feedback by contacting Life Without Barriers by:



Mail

The Privacy Officer

Life Without Barriers

PO Box 2226

DANGAR NSW 2309



Phone

(02) 4033 4500



Email

privacyofficer@lwb.org.au



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