

## Protecting Your Privacy and Hearing Your Feedback

Life Without Barriers (LWB) understands how important it is for all of us to have information about us kept secure. LWB has a privacy policy that describes:

- how we will use your information
- some reasons why information about you may be given to other organizations or individuals from time to time
- how you can find out what information we hold about you
- how to correct that information if it is wrong
- how you may complain if you think we have mismanaged any of your information
- how we will deal with that complaint.

You can get a copy of our privacy policy or ask any questions about the policy by emailing [yourlwb@lwb.org.au](mailto:yourlwb@lwb.org.au)

Please note that we will not disclose any of your personal information without your consent unless we are authorised or required by law.

## Collection of your personal information

In addition to the information you provide to us, we may also need information about you from medical professionals and other organisations so we can deliver support to you. We will only seek this information with your full consent.

Any personal information provided to us by you is protected under the *Privacy Act 1988*.

You can ask to see what personal information (if any) we hold about you at any time and can seek correction of that information if it is wrong.

If you do not provide all of the information we request from you:

- we may not be able to provide you with the supports you want or need
- delivery of your supports by LWB might be delayed

## Use and disclosure of your personal information

We will use your personal information to:

- decide whether we can deliver you the supports you are seeking from us
- work with you to prepare and review your plan of NDIS funded supports, or that part of the plan you wish us to deliver
- support you in accessing supports that are outside the NDIS that you are seeking our assistance with

We will not use any of your personal information for other purposes or disclose your personal information to any other organisations or individuals (including any overseas individuals or companies) unless authorised, or required by law, or you provide your consent for us to do so.

## Storage of your personal information

We use a number of computer systems to store personal information. These systems are used only by employees of LWB. Our employees are not permitted to record, use or disclose the personal information stored on the system, except as it directly relates to their work, or as authorised or required by law.

## More information

If you wish to access, update or change any personal or health-related information please talk to your local staff.

## Hearing your feedback

If you have any concerns about the way LWB is protecting your personal information, please contact:

### **The Privacy Officer**

Email: [privacy@lwb.org.au](mailto:privacy@lwb.org.au) or [yourlwb@lwb.org.au](mailto:yourlwb@lwb.org.au)

Phone: (02) 4033 4500 or 1800 721 226

Post: PO Box 2226 DANGAR NSW 2309

If you would like to give us general feedback or make a complaint about any support delivered to you, about any of our staff, or about our processes, the quickest way to get things sorted out is to talk to your local staff.

If you would rather talk to someone from LWB who is not involved in your day-to-day supports, please contact:

### **The Complaints Officer**

Phone: 1800 721 226

Email: [info@lwb.org.au](mailto:info@lwb.org.au)

Post: PO Box 2226 DANGAR NSW 2309

Online: <https://lwb.i-sight.com/external/cf/new>