



St Vincent de Paul Society  
*good works*

# Privacy Policy



**Easy read**

**February 2022**



## About this Easy Read



St Vincent de Paul Society NSW wrote this fact sheet.

When you see **we** or **us**, it means St Vincent de Paul Society NSW.



This easy read is a summary of the Privacy Policy.

We use pictures to explain some ideas.

We have written some words in **bold**. We explain what these words mean.



You can ask for a copy of Vinnies Privacy Policy.



# Your Privacy

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Phone Number \_\_\_\_\_

## This factsheet will tell you



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## Information we keep about you

**Personal information** means information that enables us to identify who you are.



12/12/1989



**Personal information we may keep includes**

- your name
- your date of birth
- your family contact details
- your photo
- information about your disability and health



Tell us when your personal information changes.



# Your consent

**Consent** means you agree.



Unless allowed by Privacy Laws, we need your consent to:

- collect, store and use your information
- to tell others your personal information.



# Your consent

We will ask you for consent where possible.



There may be times we need to seek consent from your guardian or someone authorised by you to act on your behalf.



We will ask for consent from

- you or your support person.

**You choose.** Do you want to give us consent?



- yes
- no. We may not be able to give you the services and support you need.
- You can change your mind but you need to tell us.



# Why we collect your personal information



**Some of the reasons why we ask for your personal information is to:**

- give you the right service and support



- share with organisations to give you support



- help you with any complaints

- give you information about our services and activities.



## How we keep your information safe



**We will take reasonable steps to keep your information safe.**

Some of the things we do to keep your

information safe include:

- securing sensitive information in locked cupboards,
- educating staff, members and volunteers about privacy
- protecting information stored on our computers through IT security methods including passwords and encryption technology.







## How we keep your information safe



We will only keep your information for as long as we need it to comply with laws.

We will destroy your information when we do not need it.



## Who you can talk if you have questions



You can ask us:

- about your information or
- for a copy of personal information we hold about you

Contact the Vinnies Privacy Officer

Email: [privacy@vinnies.org.au](mailto:privacy@vinnies.org.au)



Phone: 13 18 12.

If you are unhappy with

- how Vinnies has treated your personal information or
- how we managed a privacy matter.

You can Contact our Privacy Officer and/or

Contact the Office of the Australian Information Commissioner



Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)



# Sharing your personal information



The collection, use and disclosure of your personal information is protected through a number of laws.



In NSW these include the Privacy Act 1998 (Cwth) and the Health, Records and Information Privacy Act 2002 (NSW).

These laws make sure we communicate with you about how we

- collect
- use
- disclose your personal information and
- seek your consent as required by laws.





## Sharing your personal information



We may need to share your information without asking if the law allows us to like

- if we need to take steps to keep you or others safe from harm.

Vinnies is required to report to government agencies like

- NDIS Quality and Safeguarding Commissioning and
- Department of Communities and Justice



We may need to disclosure personal information in certain circumstances to meet our reporting obligations.

The NDIS Quality and Safeguard

Commission may need the

information to help keep you safe.



## How to make a complaint



A **Complaint** is when you tell us you

- are not happy and want change.

Generally, a **Complaint** in relation to privacy is when you make a significant complaint about how we have used your personal information.

It is different from providing feedback which you can also do to the Privacy Officer.

**We will look into a complaint under our policies and tell you**

- The outcome of the complaint and
- what we will do next.





## How to make a complaint



### Make a complaint to Vinnies Complaints Officer



- Phone: 13 18 12
- Email: [Complaints@vinnies.org.au](mailto:Complaints@vinnies.org.au)



### Make a complaint to NDIS



- Phone: 1800 035 544
- For Interpreters Phone: 133 677
- Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)



## For more information



### Contact the Vinnies Privacy Officer



- Phone: 13 18 12.
- Email: [privacy@vinnies.org.au](mailto:privacy@vinnies.org.au)



Ask for a copy of [Vinnies Privacy Policy](#).

For help with this document. Talk to your

- support worker or the service manager
- family member or friend
- an advocate.

