

Privacy Policy

Your Privacy

This policy outlines:

- What we know about you
- Why we know things about you
- How we will use what we know
- How we will keep what we know safe
- What we do if your personal information has been accessed without your consent

Clean & Personal is committed to keeping your personal information private and your confidentiality respected. This policy applies to all Clean & Personal employees and/or contractors who may have access to private and/or confidential information.

There are laws to protect your **personal information**.

Personal information is anything that could be used to identify you. This could be:

- Your name
- Where you live
- Your date of birth
- Information about your disability

We will keep your information **private**. This means we will not tell people your personal information unless we must. You do **not** have to give us your personal information. The choice and control over the level of information you provide to us remains with you. However, if you choose not to give us your personal information, we may not be able to give you services you need.

Why do we keep your personal information?

We ask for your personal information for reasons such as:

- Helping us to provide a high-quality service
- We can help you with complaints
- We can give you details about our activities
- We can get workers and pay them for their work

What personal information do we keep?

The personal information we keep might include:

- Your name and the names of family members who will be in contact with our organisation to help deliver your supports
- Your date of birth
- Your contact details (home address, email address, phone number)
- Your NDIS participant number
- Information about your disability (minimal information is kept for Clean & Personal)



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Sometimes your personal information is **sensitive information**.

Sensitive information is normally private and can include:

- Your cultural background
- Your religious beliefs
- Your sexual orientation
- Information about your health

We also keep personal information on:

- Other services providers you receive services from (particular support coordination and plan management)
- Your family or carers
- Our workers

We will **not** tell anyone about your personal information unless we have to. The NDIS Commission might need the information to keep you safe.

How do we collect your personal information?

Generally, we collect your personal information either directly from you, or from your support coordinator or plan manager. We will do this:

- In person
- Over the phone; and/or
- Online interactions, including through our website, email, mobile, and social media.

You should have already given consent to your support coordinator or plan manager to pass on information to us. They should only ever pass on relevant information Clean & Personal requires to deliver supports. All other information is destroyed.

How do we use your personal information?

We will use your personal information to help us provide the best services and supports.

We might need to tell other people about you because they give you the supports you need. This will usually only include our cleaner and two or three office staff at Clean & Personal. In other words, only the people who work with and for you.

You need to give **consent** for us to tell other people your personal information. Consent means you say 'yes'. We might give other people your information when you have **not given** consent if:

- The laws say we must; or
- It will keep you safe

You can ask us any time about the personal information we keep about you. You can request a copy of your personal records.



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Withdrawing consent

A person may withdraw or change the consent for release of information, at any time, by emailing Clean & Personal at sean@cleanandpersonal.com.au.

How do we keep your personal information safe?

We keep paper records safe in our offices under lock and key.

We keep your personal information stored on computers that are protected.

Only staff who provide or organise supports and services to you can see your personal information.

We will only keep your personal information as long as we need it. When we no longer need your personal information we will destroy it.

What happens if someone has accessed your personal information without your consent?

When someone has accessed your personal information without our permission *and* without your consent, this is called a **data breach**.

If a data breach happens:

- We will tell you what happened
- We will take action to make sure you will not be harmed
- We will find out why it happened
- We will improve the way we handle your personal information
- We may have to report this to the government
- This will not affect the services we provide you.

