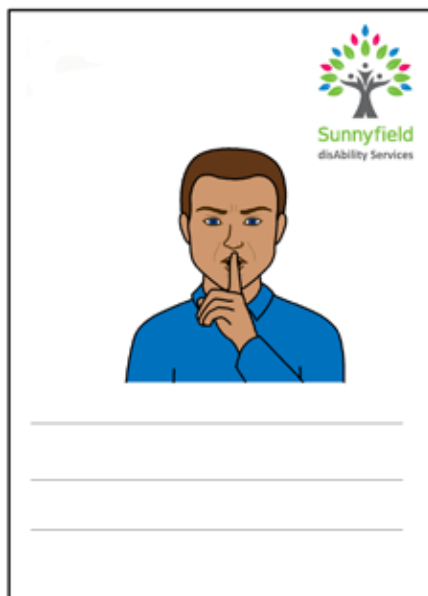


# PRIVACY POLICY



**Sunnyfield Disability Services**



**Easy English**



Registered  
NDIS  
provider





## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

## About this book



This book tells you about our **Privacy Policy**.

The Privacy Policy says how we will do what the law says we must do to protect your **privacy**.



Privacy means

- things we know about you



- what we do with the information we know.



For more information you can see the full policy on our website [www.sunnyfield.org.au](http://www.sunnyfield.org.au)



## Your privacy

This book is about your privacy.

This book will tell you

- what we know about you
- why we know things about you
- how we will use what we know
- how you can change what we know



- how to make a **complaint**.



A complaint is when you

- are **not** happy

and

- tell someone the reason.



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

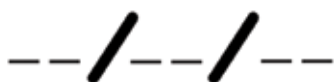


Personal information could be

- your name



- where you live



- your date of birth

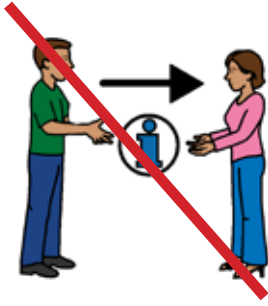


- your health or disability information.



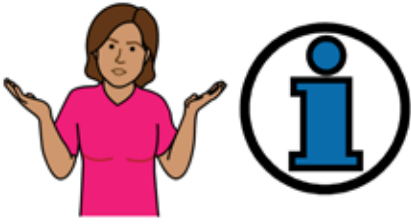
We will keep your information **private**.

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



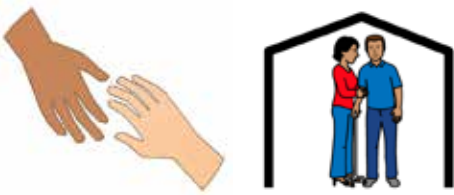
You do **not** have to give us your personal information.

If you choose to **not** give us personal information we may **not** be able to give you services you need.



## Why we keep your personal information

We ask for your personal information for different reasons.



It helps us to give you services and support.



We can help you with complaints.



We can give you details about our activities.



We can get staff and pay them for their work.

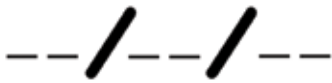


## What information we keep

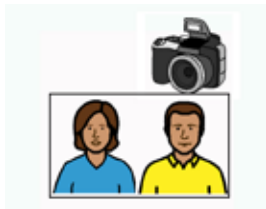
The personal information we keep might be



- your name



- your date of birth



- your picture



- your bank account details



- your family contact details



- information about your disability.



We keep information about different people.

For example



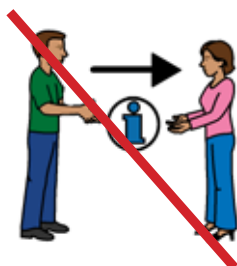
- people who use our services



- family or carers



- our staff



We will **not** tell anyone about your personal information unless we have to.



The NDIS Commission might need the information to help keep you safe.



## How we use personal information



We use personal information to help us give you services and support.



We might need to tell other people about you because they give you supports you need.



You need to give **consent** for us to tell others your personal information.

Consent means you say yes.

We might give others your information when you have **not** given consent if

- the laws says we must

or

- it will keep you safe.



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



Sensitive information might be about your

- race or ethnic background



- religion



- sexual orientation



- health information.

We will **not** tell anyone about your sensitive information unless the law says we must.

We might need to tell someone in Sunnyfield about your health information to keep you safe.



## How we keep personal information safe

We keep paper records safe in our offices.



We keep information on our computers safe.

We only tell people your information if the law says they can know.

You can ask us about the personal information we keep about you.



You should tell us straight away if your personal information changes.



## How to make a complaint

If you want to make a complaint about the way we have used your personal information



- email us [privacy@sunnyfield.org.au](mailto:privacy@sunnyfield.org.au)

and



- tell us what happened.

We will investigate the complaint.

We will tell you

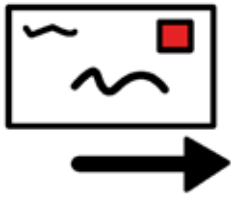


- what we found out

and

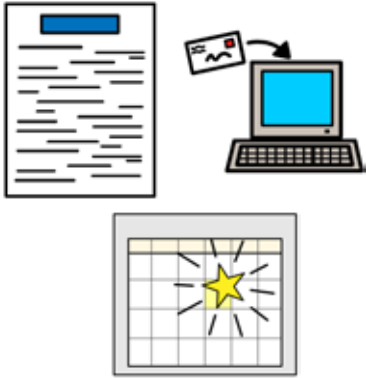


- what we will do to fix the problem.



## When we send you information

Sometimes we might send you **direct marketing** information.



Direct marketing might be

- newsletters
- emails
- information about our events.

You can tell us if you change your mind about us using your information to send you direct marketing.



You should

- email [marketing@sunnyfield.org.au](mailto:marketing@sunnyfield.org.au)

and



- tell us to stop.



## About our website

We might find out your personal information from our website.



We will only know this information if you give us your details online.



We get information about how people use our website. For example,

- what website pages people look at
- what documents people look at online
- what people search for online.

We do **not** know the personal information about people who use our website.



If you click a link on our website that takes you to another page we do **not** have control over the safety of that website.

## Other information

We might change the policy if we need to.



If we change the policy you can read the new policy on our website [www.sunnyfield.org.au](http://www.sunnyfield.org.au).

If you want more information you can contact our Privacy Officer.



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





## Contact us

For more information contact Sunnyfield.



Call 02 8977 8800



Website [www.sunnyfield.org.au](http://www.sunnyfield.org.au)



Email [feedback@sunnyfield.org.au](mailto:feedback@sunnyfield.org.au)



National Relay Service

TTY 133 677

Then ask for 02 8977 8800

Speak and Listen 1300 555 727

Then ask for 02 8977 8800

Internet relay users connect to the NRS

Then ask for 02 8977 8800





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Scope's Communication and Inclusion Resource Centre

wrote the Easy English in November 2018. [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact Sunnyfield Disability Services.

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Sunnyfield  
disAbility Services

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Charity fundraising Number 13915

