

Privacy Policy

This document tells you how genU collects and uses your personal information

Easy Read version



How to read this document



This is a document from genU.

When you see the word 'we', it means genU.



We have written this information in a way that is easy to understand. We use pictures to explain some information.

Word list

 **Funding**
The money that the government or funding organisations give us to do our work.

 **Health information**
Information or an opinion about your

- mental health
- disability
- the choices you make about your health
- the health services you use

 **NDIS**
The NDIS is the National Disability Insurance Scheme. The NDIS helps people with disability who are under 65 get help and support to live their everyday lives.

 **Policy**
A document that explains how genU we do things.

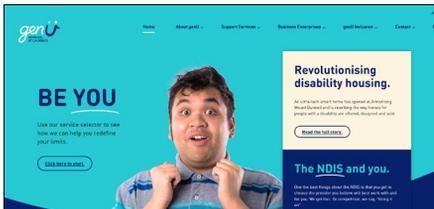
11

We have written some words in **bold**.

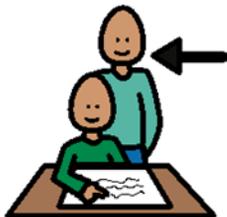
We explain what these words mean on page 16.



This Easy Read document is a summary of the genU Privacy Policy.



You can find the genU Privacy Policy on our website at www.genu.org.au

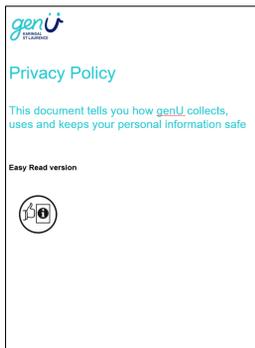


You may like help to read this document. Please ask a friend, family member or support person to help.

What is in this document?

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What is this policy about?



This **policy** is about how we collect and use your personal information.

It also tells you how we keep your information private.



Personal information is anything that you tell genU about yourself.

This includes:

- Your name
- Your address
- Your telephone number
- Your email address
- Your date of birth
- Your **health information**
- Your sexual orientation or practices
- Your transitional status/history
- Your bank details
- Your job
- Your goals
- Your plans from organisations like the **NDIS**

Who is this policy for?

This policy is for:



- Clients



- the people who work at genU

Why do we collect your personal information?



We only collect personal information that helps us to do our jobs and support you.

We only collect information that:



- helps us to provide services that meet your needs



- keeps you safe



- helps us to get **funding** from organisations or government departments

How do we collect your personal information?

We may collect your personal information



- at meetings or face to face



- by telephone



- by email



- by mail

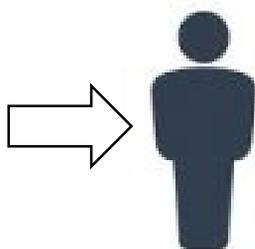
genU
Ability Client Advisory Committee

Information about you
Please write your answers on the dotted lines

My name is

I live at

- in documents we ask you to fill in.



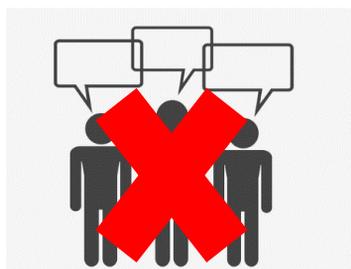
We will always try to collect your personal information from you.



If you cannot give your personal information to us, we will ask someone who has your permission to tell us.

This may be

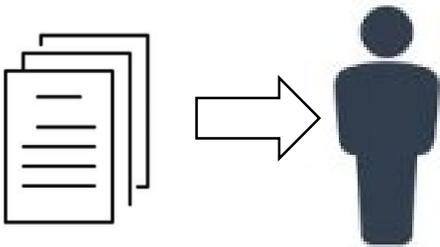
- a family member
- a carer or guardian
- another organisation who has your permission to share your information with us.



We cannot give your personal information to anyone without your permission unless the law tells us we must.



We will always tell you why we are collecting your information and how we will use it.



You can ask us for a copy of the information we have about you.

How do we protect your information?

We keep all of your personal information safe.



- We keep our paper files in a locked cupboard.



- We keep our computer files on a database.



- We use a password to log on to our computers.

What if I am not happy with how my information has been collected or used?



If we are doing anything with your personal information that you are not happy about, you need to tell us.

You can tell:

- the manager of your service at genU.
- the **genU Privacy Officer**.

You can contact the genU Privacy Officer by:



- sending an email to privacy@genu.org.au



- writing a letter and sending it to
The Privacy Officer
PO Box 558 Belmont
Victoria 3216



- calling genU on (03) 5249 8900 and asking to speak to the genU Privacy Officer.

You can also contact the following organisations about any problems you have with how we collect or use your information:

- the Office of the Australian Information Commissioner

You can contact the Office of the Australian Information Commissioner by:



- sending an email to:
enquiries@oaic.gov.au



- writing a letter and sending it to:
GPO Box 5218
Sydney, NSW 2001



- using the telephone and calling:
1300 363 992





- the Victorian Disability Services Commissioner

You can contact the Victorian Disability Services Commissioner by:



- sending an email to:
complaints@odsc.vic.gov.au



- writing a letter and sending it to:
Level 20
570 Bourke Street
Melbourne VIC 3000



- using the telephone and calling:
1800 677 342.
You can also call:
- TTY: 1300 728 187
- National Relay Service and ask for
1800 677 342



NDIS Quality
and Safeguards
Commission

- the NDIS Quality and Safeguards Commission

You can contact the NDIS Quality and Safeguards Commission by:



- sending an email to:
contactcentre@ndiscommission.gov.au



- writing a letter and sending it to:
PO Box 210
Penrith NSW 2750



- using the telephone and calling:
1800 035 544
You can also call:
- TTY: 133 677
- National Relay Service and ask for
1800 035 544

Word list



Funding

The money that the government or funding organisations give us to do our work.



Health information

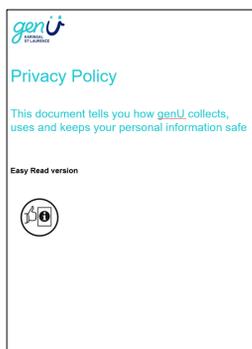
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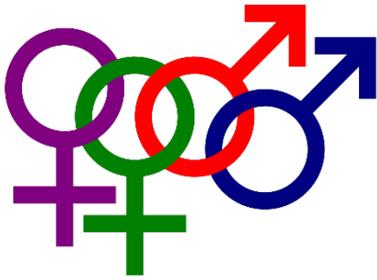
Policy

A document that explains how genU does things.



genU Privacy Officer

A person at genU who talks to clients and workers about how we collect, use and keep their information.



Sexual Orientation or Practices

Is about who a person has feeling for. These feelings are often sexual or romantic, and are different for everyone.



Transitional Status or History

Some people decide to change the gender they were given at birth.

Transitional status or history is about whether a person has made this changes