

Privacy Policy (Easy English Version)



The Rights Information and Advocacy Centre (RIAC) recognise the importance of privacy.

We are committed to protecting your personal information



This Privacy Policy relates to everything you do with RIAC.

When you sign the RIAC consent form you agree to this policy every time you:



Use the RIAC website



Write, Phone or email RIAC



Talk to a RIAC staff member

How Does RIAC Use Your Personal Information?



To get to know you

To assist you to with your case

To decide if RIAC is doing a good job or if we could do better



From time to time RIAC is asked to give funding bodies

information and participate in program audits. In these

situations, personal details will only be shared after getting your consent.

Where Does RIAC Store Your Personal Information?



All information is locked away.

All computers have passwords to protect your information

All information is stored electronically in Australia

When Does RIAC Share your Personal Information?



When we need to talk to someone about what you have asked us to help you with

When someone wants to check that RIAC are doing things right.

If we believe you are at risk of harm to yourself or others

As required by law

How Does RIAC Ensure Your Personal Information Is Correct?



Personal information will only be collected with your consent

You can help us by letting us know if there are any changes or something is wrong

RIAC will ask you from time to time

Breach of Confidentiality



Any breach of confidentiality will be dealt with via the RIAC Policies and Procedures and disciplinary action may be initiated.

Notifiable data breaches will be reported in accordance with legislation.

How Can You Access Your Personal Information Collected By RIAC?

You can ask to look at your information at any time by emailing the CEO at ceo@riac.org.au

Making a Privacy Complaint



Your privacy is important.

If don't like the way RIAC has used your personal information, please:



Think about what you want to RIAC to do differently

Call RIAC on (03) 5222 5499

RIAC will try and fix the problem as quickly as possible

If you don't think that RIAC has fixed the problem you can:

1. Talk to the RIAC Quality Assurance Manager on **0491 208 110** or email gam@riac.org.au
2. If you are still not satisfied with how your complaint has been handled contact the **Complaints Resolution & Referral Service on 1800 880 052.**

If you would like a copy of RIAC's complete Information Privacy and Data Protection Policy you can contact a RIAC find this on our website at

www.riac.org.au

Note: This policy is a version of RIAC's Privacy Policy and will be updated as the parent policy is updated.