









Privacy Policy

Easy Read

 Rights Information and Advocacy Centre	The Rights Information and Advocacy Centre (RIAC) understands how important privacy is. We are dedicated to keeping your personal information safe.
	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 supporting and helping you To decide if RIAC is doing a good job or if we could do better
	Sometimes, RIAC is asked to give some information to our funding bodies and participate in program audits. We will get your consent before we do this.
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



A breach of confidentiality is when your private information is shared with anyone verbally, online, physically or in any other way without your consent.

RIAC has policies and procedures in place to make sure this does not happen and takes it very seriously if it does.

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.

Email: 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:

Talk to the RIAC Business Systems Manager

Call: 0491 208 107

Email: feedbackandcomplaints@riac.org.au

Contact the Complaints Resolution & Referral Service

Call: 1800 880 052.

If you would like a copy of RIAC's complete Information Privacy and Data Protection Policy, you can contact a RIAC staff member or find this on our website at www.riac.org.au