Privacy Policy

Easy Read

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|  | **The Rights Information and Advocacy Centre (RIAC) knows how important privacy is. 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:** | |
| **A computer screen with a keyboard and a mouse  AI-generated content may be incorrect.** | **Use the RIAC website** |
| **A white envelope with a letter on it  AI-generated content may be incorrect.** | **Write, Phone or email RIAC** |
| A black and orange logo  Description automatically generated | **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?** | |
| **ceo@riac.org.au** | **You can ask to look at your information at any time by emailing the CEO.** |
| **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](mailto: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](http://www.riac.org.au) |