

## Privacy Policy - Easy Read

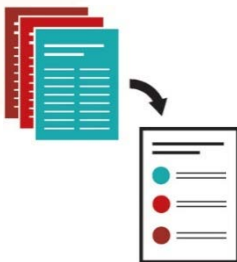
### How to use this document:



The Community Collective Qld wrote this document.



We have written this information in an **easy way**.  
We have made some words in **bold**.



This easy read document is a **summary** of another document. You can see this document at any time **by asking to see it**.



**You can ask for help to read this document.** This could be a friend, a family member, or your support person.

## What is the document about:



This document explains how we **treat our clients** with **respect** and **dignity** by keeping their information private and safe.



**Respect** is when you treat someone with care and understanding.



**Dignity** is when you treat someone well and show them respect.



**We all have rights**, which means that you should be treated with **respect** and **dignity**.

## Why we have this document:



There are **laws** to protect your **privacy**.



A **law** is a **rule** that we must follow.  
Rules are made by governments and the courts.



We need to do everything the law says we need to do  
to keep people's information private.

## What does privacy mean:



**Things we know about you**

**What we do with what we know**

## Personal information could be:

Name	<input type="checkbox"/>
Name	<input type="checkbox"/>
Name	<input type="checkbox"/>

- Your name
- Where you live
- Your date of birth
- Your health or disability
- **Your opinions**



We will keep your information private. **Private means we will not tell people about it unless we need to.**

## What personal information do we collect about you?

- Your name and date of birth
- Your address, email, and telephone number
- Help we provide you
- Meetings and conversations with you
- Government Identification
- Usernames and passwords
- Social media profile information
- Information about your health



We only use this information **for the reason that people have given it to us.**

## How do we collect personal information?



We get personal information from:

- You
- Someone that helps you



For example:

- A Carer
- Government department
- Service provider
- Our Employees
- Volunteers
- Suppliers
- The public
- People applying for a job



Personal information can be collected in different ways including:

- In person
- Over the phone
- Email
- The internet (including social media)
- In writing

Any information that we write down must be true and fair.

## What does consent mean?



Consent means you **say yes**.



You can give consent (**or yes**) through other people.

This includes people that look after you.



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

If you do not consent (**or say no**), you may not be able to receive our support.

## When do we start collecting personal information?

We start collecting information:

- When you accept support from us
- Become a volunteer with us
- Ask a question
- Ask us for something
- Fill out a survey
- Fill out one of our forms
- When you take part in programs or events that we run or support



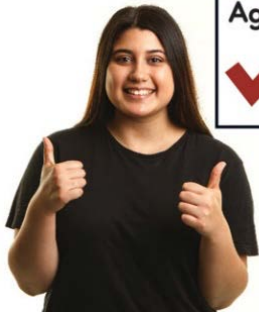
Sometimes we track your use of our websites or apps. **This can include your location and activity.**

This information helps us to keep connected with you.



The information we collect may include information that helps us make our website better.

## Why do we collect this information?



If you have given consent (**or yes**), we collect and use personal information for to make our company better.

It means we provide you better service.

It also means that we remain legal.

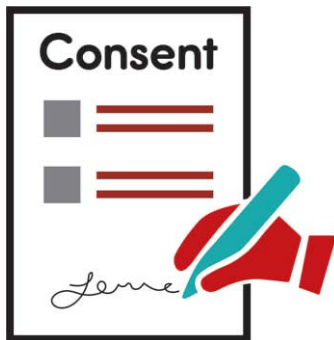


We may use your personal information to send you marketing (**or ads**) about things that could be helpful.

To stop marketing (**or ads**) please email us at [hello@thecommunitycollectiveqld.com.au](mailto:hello@thecommunitycollectiveqld.com.au)



## To whom do we give information?



With your consent (**or yes**), we may share your private information with other people.



When we collect, we will request your consent (**or yes**) to share it. We will also tell you why we are sharing it.



We may share this information with others when we need to such as:

- People that work for us
- People that look after you
- Government offices
- Financial Organisations
- Other related organisations
- Other people as authorised by law

## How we protect your information



We store the personal information that we collect in electronic databases.



A database is a collection of information such as names and contact details.

We use security processes to protect your privacy.

What does that mean?



Sometimes there are **bad people** that **want your information**.



We regularly update our security to make sure **bad people cannot get your information**.

We will only keep your private information for **as long we need it**.

## Access to your information



You may want to access the personal information that we hold about you.

You may also want to correct your information

If so ask us, using the contact details on the last page of this document.



To make sure your information is only given to you, we will ask you to follow an access guide,

We will show you how to do this.

There is one other situation where we may or may not share your private information.

We may or may not share your information:



**To protect you from being hurt.**



**To protect others from being hurt.**

**Questions and complaints**



**You still may be unsure about the way in which we are using your personal information.**

If you feel this way, please contact Your Employment Solutions support using the contact details below.



If you feel like we haven't responded to your complaint.

You are entitled to make a complaint to the Office of the **Australian Information Commissioner.**

A commissioner is like police officer who makes sure we follow the rules.

The contact details are as follows:

**Phone:** 1300 363 992

**Teletypewriter (TTY) users' phone:** 133 677, then ask for 1300 363 992

**Speak and Listen users' phone:** 1300 555 727, then ask for 1300 363 992

**Internet relay users:** Connect to the National Relay Service, then ask for 1300 363 992

## Changes to this policy

We may make changes to this Privacy Policy from time to time, to consider changes to our standard practices and procedures or where necessary to comply with new laws and regulations. The latest version of this policy will always be available on our website.

Contact details If you require any further information from us on privacy matters, please contact us:

Email: [hello@thecommunitycollectiveqld.com.au](mailto:hello@thecommunitycollectiveqld.com.au)

Phone: 07 5453 7887

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