

Keeping your personal information private



Why we have this policy



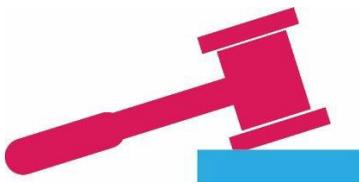
We will be honest about how and why we collect your information



We will explain to you, your rights about your information



We will keep your information in a safe place



We will only share your information if:

- You give us permission to, or
- We have to by law

What is personal information?



Personal Information includes your:

- name and date of birth

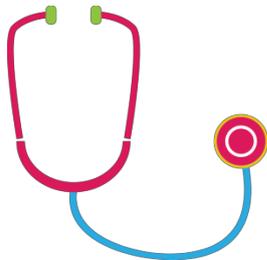


- address, telephone numbers, email addresses



- bank account details

It also includes sensitive information about:



- your health records and health services



- your religious beliefs and practices



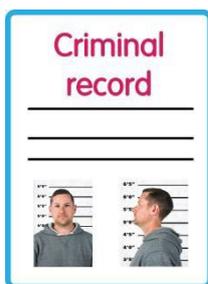
- political opinions you might have



- your cultural background



- the health of your family



- whether you have a criminal record



This information is kept private so that it does not cause discrimination or embarrassment to you or your family.

Discrimination is when you are treated unfairly because of your race, belief, sexuality or disability.



Your personal information is protected by the law. This law is called the *Privacy Act 1988*.



We can only collect this type of information if you allow us to or we are permitted to collect it under the law.



You do not have to give us your personal information.

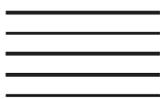
But, if you don't provide it, we might not be able to offer you the right service and supports.

What you can expect from us



We will explain what we do with your information

Complaint



We will also explain how you can make a complaint



We have interpreter services if you need help understanding

Contract



Our staff will protect your information

How information is collected and used

We collect your personal information if we need to use it for:



Complaint

Name: John Smith

- managing a complaint



- organising services and programs outside of New Horizons



- deciding the best kind of support for you based on your personal needs



We collect this information directly from you or from your legal guardian



Sometimes we can collect this information from the government or other organisations that you receive support from

Sharing your information with other people



We might need to share your information with other people so you can receive our services.



There is a Customer Consent form that we will ask you to sign when you start receiving services from us.



The Customer Consent form will explain:

- Who we get your information from;
- Who we give it to.



Sometimes we have to give your personal information to other people or organisations, even if you say that this is not ok.



This only happens if we think that someone is not safe or because we believe someone has committed a serious crime.

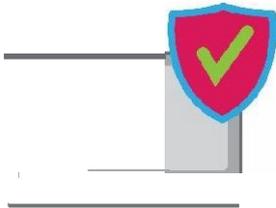
How we protect your information



We have a lot of practices in place to make sure that your information is safe.



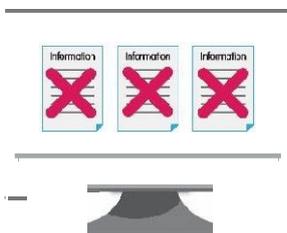
We keep filing cabinets locked.



We have strong computer protection.



If we believe your personal information has been lost, stolen or improperly disclosed and we think it is likely to cause you serious harm, we will tell you about it.



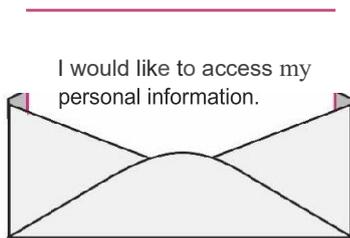
When you no longer use our services, we keep your information for as long as we have to. Then we delete it.

Accessing your personal information



If details about your personal information changes, please let us know.

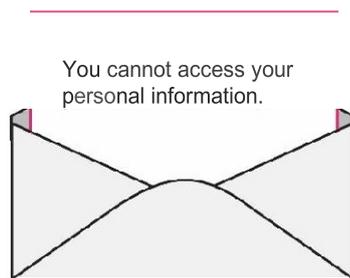
For example, we need to know if you have a new address or if you change your phone number.



If you want to access your personal information, you can contact the Privacy Officer of New Horizons via the contact information listed on the next page.



You will need personal identification to access your information.



Sometimes you will not be able to access your information.

We will let you know this in writing, and explain the reasons why.

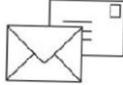
Contact us



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