

Participant Brochure: Privacy (Easy Read)

About this Easy Read guide

Privacy means keeping information about you safe. This guide explains what information SCL collects, why SCL needs it and how SCL protects it.

What is personal information?

Personal information is information about you.

It can include your name, contact details, health information and NDIS information.

You can get help

You can give this guide to your family, support people, representative or advocate.

Your privacy rights

You have the right to:

- ask to see the personal information SCL holds about you
- ask SCL to correct information that is wrong or out of date
- change or withdraw your consent where the law allows this
- make a complaint if you think your privacy has not been respected

Why SCL collects information

SCL collects information so it can:

- understand your support needs and preferences
- provide supports that match your NDIS Plan
- keep you safe while supports are provided
- meet legal and NDIS requirements
- contact people who need to help in an emergency

Information SCL may collect

SCL may collect your:

- name
- phone number, email and address
- NDIS number
- medical and health information
- emergency contact details
- NDIS Plan details
- support needs, goals and preferences

Who SCL may share information with

SCL only shares information when it is needed to provide support or when the law requires it.

SCL may share information with:

- the NDIS Quality and Safeguards Commission
- doctors, therapists or other health professionals involved in your care
- your advocate, guardian or representative when you give permission or they have legal authority
- government or regulatory bodies when reporting is required
- police, ambulance or other emergency services when your safety is at risk

Your consent

SCL will usually ask for your consent before collecting or sharing information. SCL may not need consent when the law requires information or there is an emergency.

How SCL protects your information

SCL takes steps to keep your information safe.

- information is stored in secure systems
- only authorised people can access it
- workers receive privacy and confidentiality training
- SCL follows the Australian Privacy Principles
- workers should only access information they need for their job

You can ask questions

You can contact SCL if you want to:

- see your information
- update your information
- change your consent
- ask who your information was shared with
- raise a privacy concern
- make a complaint

Contact SCL about privacy

Tell SCL what information you want to access or update.

SCL may need to confirm your identity before giving you a copy of your information.

Contact SCL

Phone	0481 213 622
Email	enquiries@scsupportservices.com.au
Website	www.scsupportservices.com.au
Post	2/19 Gordon Street, Coffs Harbour NSW 2450
Your privacy matters SCL will handle your information with care and respect.	