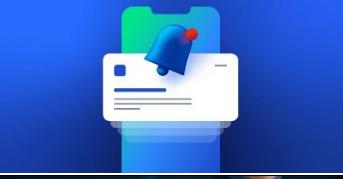


Confidentiality Policy Easy Read

	<p>We are committed to transparency and upholding the rights of our customers to privacy.</p>
	<p>We will prevent other people gaining access to your records, and only allow the appropriate people to access your records, if needed.</p>
	<p>This policy applies to internal records, client records and unpublished materials.</p>
	<p>Customer records will be confidential to customers and relevant Access4u staff.</p>
	<p>Information about customers may only be made available to other parties with the consent of the customer.</p>
	<p>All customer records will be kept securely and updated, archived and destroyed, according to our policies.</p>

	<p>General records may be released to the public.</p>
	<p>Any request for private information should be directed to the Privacy Manager.</p>
	<p>The Privacy Manager will assess whether to release the records.</p>
	<p>Access to personal information must be made using a Request for Access to Personal Information Form.</p>
	<p>Requests for information about customers from other parties will be referred to the CEO. The Privacy Officer will be in touch with the customer to get approval.</p>
	<p>Customer records can be accessed by customers and updated by customers.</p>
	<p>Here are situations where we reasonably believe that access to information should not be granted, this is when:</p>

		access is a serious threat to life, health or safety,
		access would negatively impact on the privacy of the individual,
		there is not a good reason for access,
		access relates to legal matters,
		access goes against the law.
		When a record is inaccurate, a correction will be made.
		A complaint can be submitted to the Privacy Officer where a stakeholder believes there has been a breach of this Policy.

	<p>The complaint will be investigated and responded to within 30 days of receiving the written complaint.</p>
	<p>Individuals who are refused access to their own records or information files may appeal by contacting the Senior Manager Specialist Services.</p>
	<p>We will only ever collect necessary information,</p>
	<p>notify about why we collect information and how we use it,</p>
	<p>and let you know you can access it.</p>
	<p>We will try our best to ensure the information is up to date and relevant.</p>
	<p>We will follow the appropriate and legal steps if there are any data breaches.</p>