

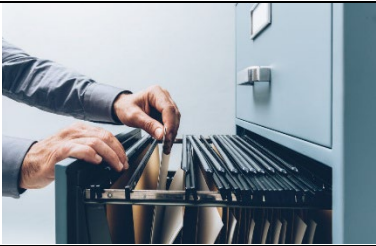



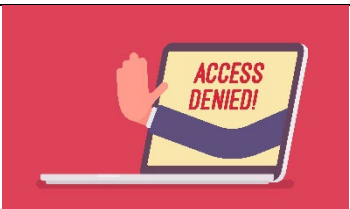



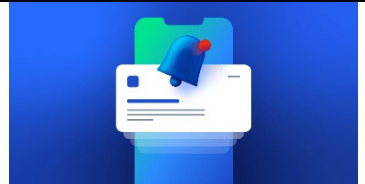

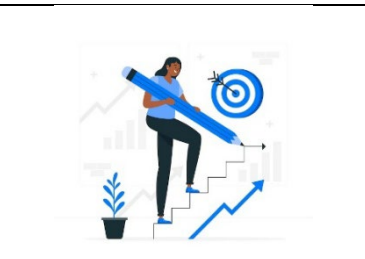


Confidentiality Policy Easy Read

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	This policy applies to internal records, client records and unpublished materials.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

	<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.

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