



Your Privacy and Personal Information



Access4u has obligations under Australian privacy law about how we collect, use, and disclose your personal information and how we keep it secure.

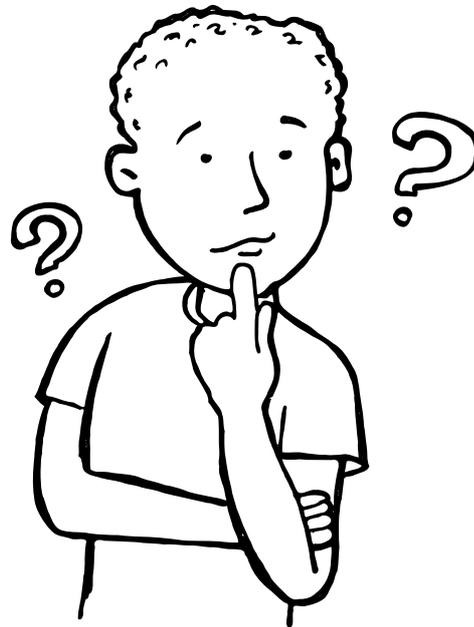
What is Personal Information?

This refers to information that can identify someone. It includes things like:

- someone's name
- date of birth
- address.

Some types of personal information are also sensitive information. **This includes information about someone's:**

- race
- ethnicity
- health
- sexual orientation and/or preferences
- political opinions and associations
- religion.



How do I access and correct my personal information?

You can access your personal information, or let us know any concerns or questions you may have by contacting our Privacy Officer.



Email privacy@access4u.org.au

View our privacy policy at www.access4u.org.au/privacy-policy



Why Do We Collect Your Information?

Personal information, including sensitive information, is collected from you or your authorised representative in order to provide one or more of our services. We may sometimes collect personal information in relation to a social, medical or family history from a third party in order to provide a service.

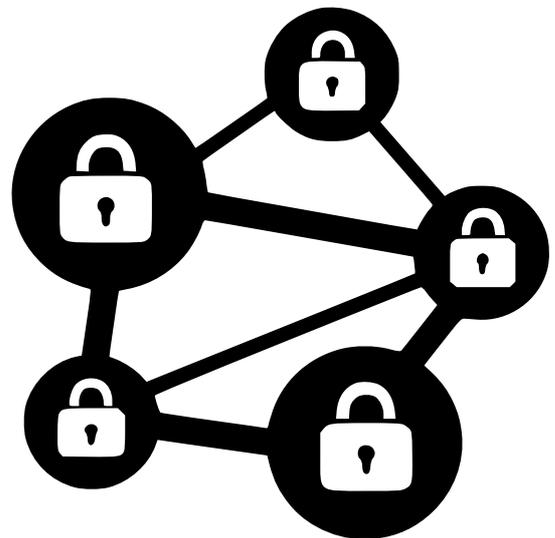
We may also collect personal information through our website and social networking services. We use this information to respond to queries, receive feedback from the community, and improve our website.

What Personal Information is Recorded?

We keep a record in a customer file.

We also record personal information on an internal electronic records system, including where there is a real or potential risk of harm that may occur to a person receiving a service.

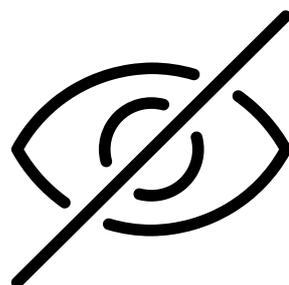
We do this in order to monitor and assess such risks. Personal information is also recorded when a person provides feedback about our services.



Who Else Can See My Information?

Your information can only be seen by the relevant staff in the services.

We use and share your personal information for the purpose for which it was collected or for purposes which are directly related to our regular business.





We only share your information if:

- you have consented to its release
- you would reasonably expect, or have been told, that information of that kind is usually disclosed
- it is required or authorised by law
- we believe there is suspected child abuse or neglect
- it is necessary to lessen or prevent a serious threat to the life, health or safety of any person, including you
- there are major criminal offences
- it will assist the location of a missing person
- a court subpoenas a customer file.

Access4u will work closely with other organisations to coordinate the best support for you and your family.



Access4u supports and complies with SA Government Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).



<https://www.dpc.sa.gov.au/responsibilities/information-sharing-guidelines/about-the-information-sharing-guidelines>.