National 360

Easy Read –

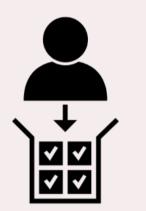
Privacy and Personal Information

How do we manage your personal information?

Easy Read Complaints and Feedback, V1 National 360



This document tells you **about** your privacy and your personal information.



To help us provide you with the right type of supports and services, **we collect and store personal information** about you.



We use your personal information to work with you to **design supports and care that meets your** needs.



Personal information can include:

- your name, address, and phone number
- your advocate's contact details
- details about people who you are close to (mum, dad, good friend, support person)
- supports you need
- your medical records
- other support providers you use
- why and how we are helping you.



It is National 360's **responsibility to keep** your personal information **private and safe.**

We **only share** your information with others if **you say "yes**", or if the law says we must.



We will ask you to **sign a** consent form.

The form **gives us your approval** to use your personal information.



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On the form, we also ask you to include all the people you are happy to share your personal information with.

Your information will **only be shared** with **people who you have said can see it,** like:

- an advocate
- a trusted person
- other support providers
- support workers
- government organisations
 who provide you with support.

You have rights when it comes to the management of your personal information.



You can:

- ask our customer service
 to see your personal
 information at anytime
- tell us to correct wrong or incomplete information
- Withdraw your consent at any time by contacting us



National 360 Customer Service Contact Details:

- 1300 340 440
- info@national360.com.au

To withdraw consent email: <u>consent@national360.com.au</u>