

Yumaro Easy Read Privacy Policy

This Easy Read Privacy Policy explains how **Yumaro** looks after your personal information and respects your privacy. It is based on Yumaro's full *Privacy and Dignity Policy and Procedure*.

What is privacy?

Privacy means:

- Your personal information belongs to **you**
- You have the right to know what information is kept about you
- You have the right to say **yes** or **no** to how your information is shared

Yumaro respects your dignity and your right to privacy at all times.

Who does this policy apply to?

This policy is for:

- People who use Yumaro services (participants)
- Yumaro staff and managers
- Volunteers
- Other organisations that work with Yumaro

What information does Yumaro collect?

Yumaro may collect personal information such as:

- Your name and contact details
- Information about your needs and supports
- Information needed to provide NDIS services

Yumaro will only collect information that is **necessary** to support you.

How does Yumaro collect information?

Yumaro will:

- Ask for your consent before collecting information

- Explain why the information is needed
- Use fair and lawful ways to collect information

You will be told:

- What information is being collected
- Why it is being collected
- Who can see it

Audio or video recordings

If Yumaro wants to:

- Take photos
- Record video
- Record audio

Yumaro will:

- Explain this to you
- Ask for your **written consent** first

You can say **no**.

How is your information kept safe?

Yumaro will:

- Store your information securely
- Protect it from being lost or misused
- Stop unauthorised people from accessing it

Paper files are kept:

- In locked filing cabinets
- In management offices

Electronic records are kept securely in Yumaro systems.

Who can see your information?

Your information can only be seen by:

- Staff who support you directly

Your information will only be shared:

- If you agree
- Or if the law says Yumaro must share it

This may include sharing information for NDIS requirements or audits. You can choose to opt out of some NDIS information sharing during audits.

Can you see or change your information?

Yes. You have the right to:

- Ask to see your information
- Ask for mistakes to be corrected

Yumaro will help you do this.

How does Yumaro explain privacy to you?

Yumaro will:

- Explain privacy in ways you understand
- Use Easy Read documents
- Use interpreters if needed
- Use the best communication method for you

What laws does Yumaro follow?

Yumaro follows:

- **The Privacy Act 1988**
- **The Australian Privacy Principles**
- **NDIS Practice Standards and Quality Indicators**

Questions or complaints about privacy

If you:

- Have a question about your privacy
- Are worried about how your information is used

You can:

- Talk to Yumaro staff
- Talk to management

Yumaro will listen and respond respectfully.

Other helpful documents

Yumaro also has:

- Consent Policy and Procedure
- Consent to Store and Release Information Form
- Privacy and Confidentiality Agreement
- NDIS Code of Conduct Agreement

This Easy Read Privacy Policy is available to all participants.