



aspect

Autism Spectrum Australia

How we manage your information

Easy Read version



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About this policy



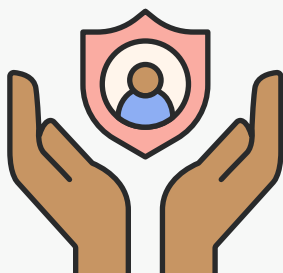
This policy is from Aspect Australia. We give services that support Autistic people.



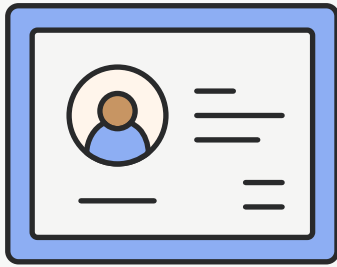
We wrote this policy to tell you about how we manage your personal information.



A policy means rules our staff follow.



How we manage information means how we collect, use, share and protect your information.



Your information can mean things like:

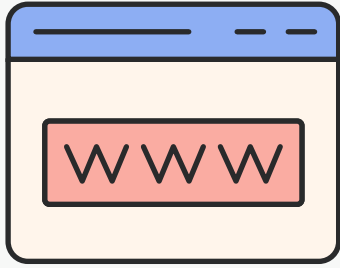
- personal information. For example, your name or address.
- photographs
- information about your background or health. For example, information about a disability or your family.



This policy is an Easy Read summary of our Privacy of Personal Information and Data policy.



Summary means we only include our most important ideas.

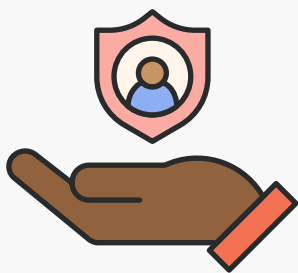


You can read the full version of this policy on our website.

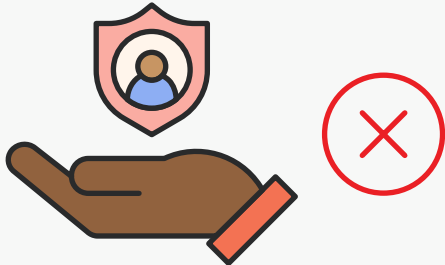


You can find our contact information on page 25 at the end of this guide.

Why we collect your information



We must collect personal information so we can give our services.



If we cannot collect your information we might not be able to give our services.



For example we might not be able to:

- give support
- manage your services and account
- give jobs to people who want to work with us.

How we use personal information



We use information to help us give Autistic people the support they need or give people jobs with us.

Other ways we might use personal information are:



- to do research about autism
- when we communicate, for example if we want to contact you about our services or events
- if we want to promote our services
- if we want to share information with other companies that give support services.



You can tell us at any time if you do not want us to share your information with other companies.



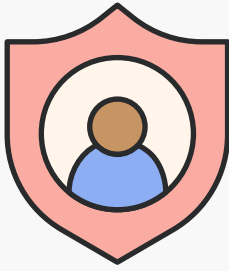
We always follow the law and ask your consent before we use your information.



Consent is when you agree to something.



If you want to change your consent, you can contact us.

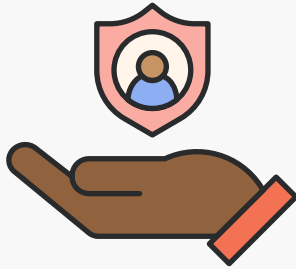


Sometimes the law says we must use your personal information.

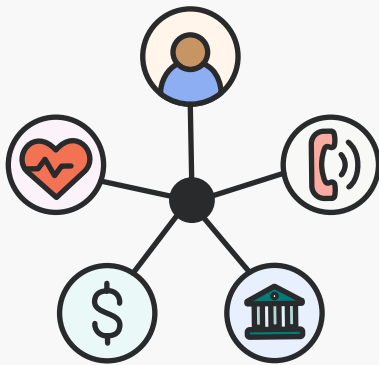


For example, if a court has told us we must give them information.

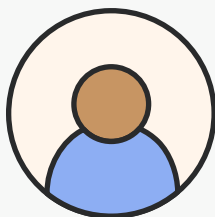
The information we collect



We collect your personal information.



Personal information might be your identity and contact information, health information, financial information, government information.



Identity and contact information are things like:

- your contact details, like your home or email address and phone number
- your name and your date of birth
- documents that say who you are, like a passport.

Health and lifestyle information

can be things like:



- your gender and background
- employment information, if you work or have worked before
- Information about your disability or how you are cared for.



Financial information can be things like:

- how much money you get paid
- your bank account details.



Government information can be things like:

- Centrelink information
- your tax information.

How we collect personal information

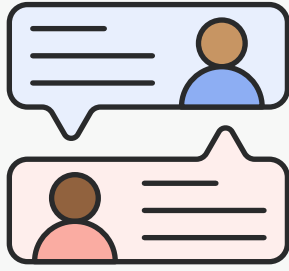


We try to collect your personal information directly from you.

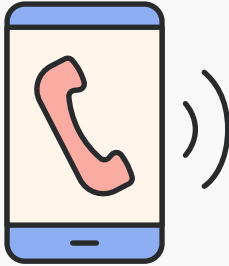


Sometimes we might need to collect information from other places, like:

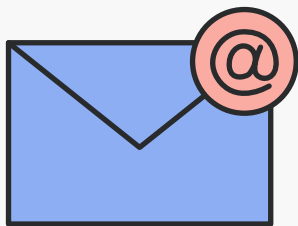
- health professionals
- the government
- other companies that we work with.



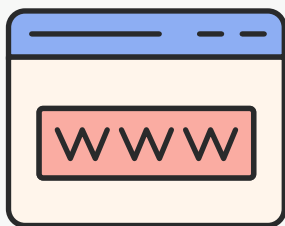
The most common way we collect personal information from you is when you talk to us.



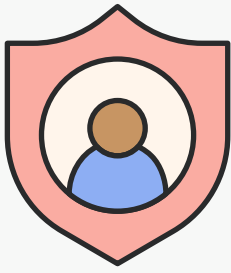
When you talk to us, we will always tell you if we are going to collect your information. For example, if you talk to us on the phone.



Other ways we can collect your information might be:



- when you use our website
- when you send us an email
- when you buy things from us or pay for our services
- if you talk to us on social media.

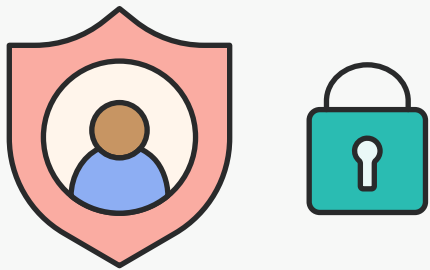


Sometimes we might get personal information that we did not ask for.



If this happens, we will not keep or use the information unless the law says we must.

How we protect information



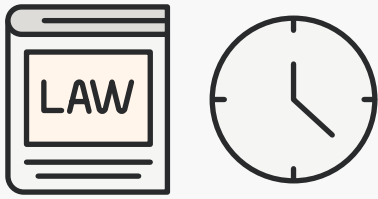
We keep all information secure, so only people who have permission to use it can get access to it.



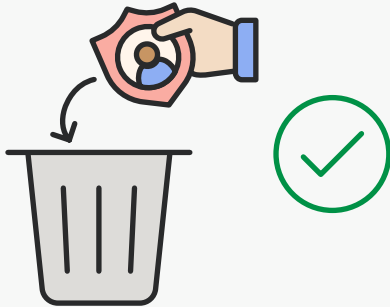
We keep information secure in our offices and electronically. Electronically can mean online or on a computer.



We do our best to make sure your information is secure if it is stored somewhere else. For example, if it is stored with another company that we work with.



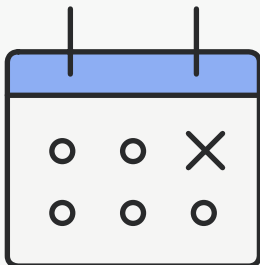
We keep your information for as much time as the law says we can.



If we do not need your information anymore, we dispose of it in a way that protects your privacy.



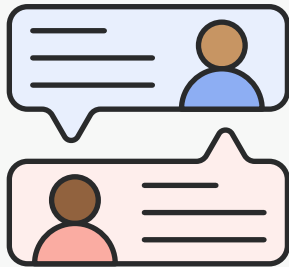
If your information is stored electronically, we dispose of it when we do not need it to provide our services.



If your information is stored in our offices and we do not need it to provide our services, we will keep it secure for 7 years before we dispose of it.



If someone gets access to information when they should not, we act quickly to make it safe again. This is called a security breach.

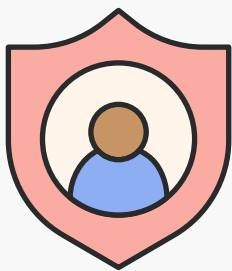


We will tell you if your information might be at risk of a security breach.

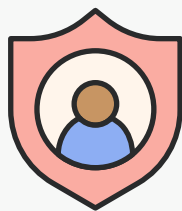


We will also report the breach to the right authority. For example, the government.

How to keep your information correct and up to date



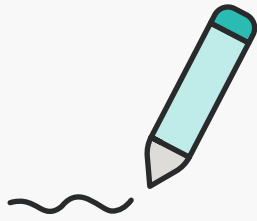
Your information must be correct and up to date for us to provide our services.



We do our best to make sure your information is correct.



You must tell us if you need to change your personal information. For example, information about your health or disability.



You can tell us by writing to us.



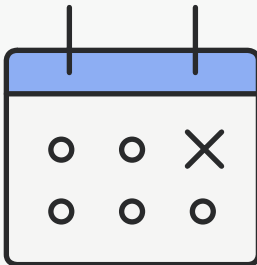
The address to write to us is:

Aspect Privacy Officer

Level 5, Tower B, The Zenith

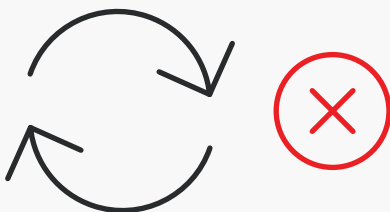
821 Pacific Highway

Chatswood, NSW 2067



We will try to make the changes
to your information in 30 days.

We will tell you if we cannot.



We will tell you if the law says we cannot
change your information. If this happens,
we will tell you what you can do next.

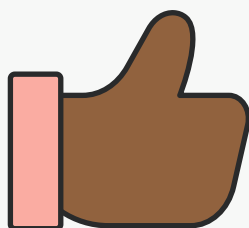
How we manage your information if it is overseas



Sometimes we might store information in a different country that is not Australia.

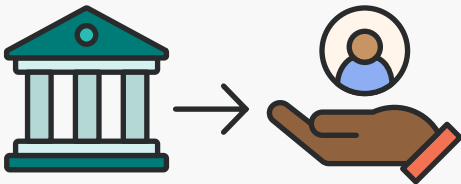


We make sure the company that stores your information follows Australian law to protect your information.

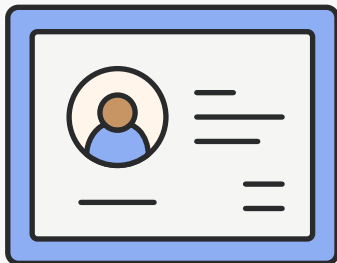


If you let us store your information it means you give consent for us to store your information in another country that is not Australia if we need to.

How we manage government information



We might collect information from the government about your identity.



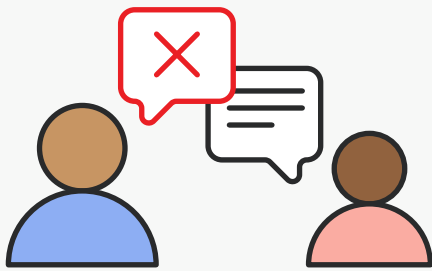
Information about your identity might be:

- your name
- your background
- your date of birth.



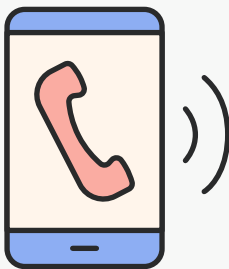
We will not use the information we collect from the government, unless the law says we must, or you give us consent.

If you have a complaint or question



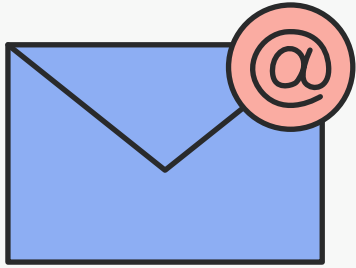
You can contact us if you:

- have a complaint about how we manage your information
- want to delete your account with us
- want to know more about your account or how we manage your information.



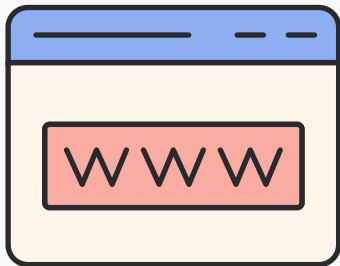
You can call us.

1800 277 328



You can email us.

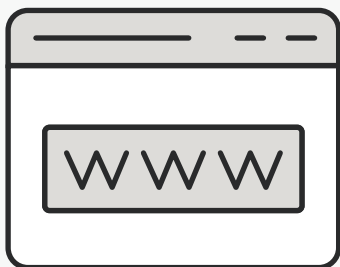
customerservice@autismspectrum.org.au



If you want to know about how we manage feedback, like complaints, you can read about it on the [Aspect website](#).

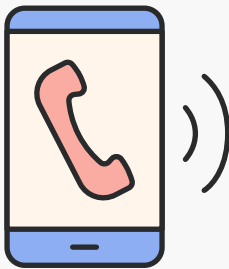


If you are not happy with how we managed your complaint, or you think we took too much time to respond, you can contact the Australian Information Commissioner.



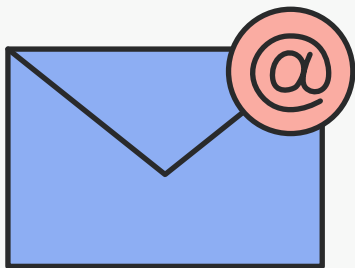
You can go to the [Australian Information Commissioner](#) website.

Contact information



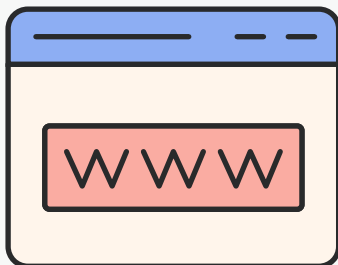
Call us

1800 277 328



Email us

customerservice@autismspectrum.org.au



Visit our website

aspect.org.au



Use the Translating and Interpreting Service (TIS)

Call 131 450 and ask to speak to Aspect on 1800 277 328.



Use the National Relay Service (NRS)

Visit the [National Relay Service website](#).

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