



This is a document about your privacy.

We have written this document in an easy to read way.

This Easy Read document is a summary of another document.

You can find the other document by clicking on the link here:

[yourtown Privacy Policy \(PDF\)](#)

You can ask for help to read this document.

A friend, family member or support person may be able to help you.



Privacy means things we know about you and what we do with what we know.

You have a right to privacy. It is the law.

This document will tell you:

- What we may need to know about you
- Why we use your personal information
- How we get your personal information
- How we keep your personal information safe
- How you can access and change what we know
- How to make a complaint.



What we may need to know about you:

Your personal information tells us about:

- Who you are
- Your name
- Your contact details ie. where you live, phone number and email address
- Your birthday or how old you are
- What services or help you need
- The things you may need to do to get help from us.

We will keep your information private.

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Why we need your personal information

- To provide you with support and assistance
- To contact you
- To send you information
- To invite you to activities and events

We will only share your personal information if you say **YES**.

yourtown may share your information with other organisations because:

- they help us provide you with support and assistance
- it aids in keeping you or others safe
- we have to because of the law.

Sometimes, **yourtown** might need to share your information to help keep you or others safe. This would only happen if there's a serious danger and it's necessary to protect you or those around you. This is done according to the law.

What we keep

yourtown keeps personal information about different people. For example:

- people who get assistance/support from us
- **yourtown** team members (staff and volunteers).

How we get your personal information

We get personal information from you and sometimes from other organisations we work with.

You can say yes to us having your personal details.

You can say no if you do not want us to have your information.

You can also give consent for other people to give us your information.

If you say no, it might limit us in providing some support/s.

yourtown gets your personal information:

- by phone or email or in person when we meet you
- when you fill out a form and give it to us

- when it is given to us by another organisation you have contacted and who has asked us to help you, and you have said yes to us helping you.

If you are not sure the person you speak to is from **yourtown** you can call **yourtown** and ask for that person.

If ever you think you are speaking to someone who is not from **yourtown** (when they have told you they are), do not tell them your personal information.

How we keep your personal information safe

- We have security at our offices and people need a special pass to get in.
- All electronic files are kept in our database system/s and people need a password to log on to our computers.
- We use special computer technology called artificial intelligence (AI) to help our team to work faster and better. During very busy times, the system might process information overseas. But don't worry, your personal details are kept safe. Your information is never shared or stored overseas.
- We use strong safety measures, like secret codes (encryption) and locks (firewalls), to keep your information secure. We also check our systems regularly to make sure they're safe.

- Only approved staff can see your information. All **yourtown** team members are bound by a Code of Conduct. This means they agree to keep any information they see private and safe.

How to access or change your information

You can ask for a copy of the information that we have about you.

You can ask us to correct any information that we have about you that is wrong.

If your personal information changes, please tell us so it is always correct.

How to make a complaint

You can tell someone if there is a problem. This is called a complaint.

Everyone can make a complaint if something is wrong. You can make a complaint by contacting us.



Contact us

Call: (07) 3368 3399 weekdays 9am to 5pm

Email: privacy@yourtown.com.au

Go to: <https://www.yourtown.com.au/give-feedback>

or tell a **yourtown** staff member.

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