

# Privacy Policy



*This is an easy English version of the Learning Links Privacy Policy*

The Privacy Policy is about how we use your family's private information and keep it safe.



Learning Links respects your privacy and follows laws about how we collect, store, and share private information.

This document will tell you:



- How we collect information
- Why we keep your information
- What information we keep
- How we obtain your permission
- When and how we share your information
- How we store your information
- When and what information we send you
- How you can make a complaint

## How we collect information



We collect information from you and your family in different ways:

- You give us information in person during services, by phone, or in writing
- Others may give us information about you

## Why we keep your information



We keep your personal information because it:

- to your family.
- Helps us to communicate with you.

## What information we keep



We only keep the information we need to support your family.

This information could be:

- Your name and your child's name
- Where you live
- Your child's birthday
- Information about your child's health or disability
- A photo



## How we obtain your permission



You need to give permission for us to tell others your information.

A screenshot of a document titled "Learning Links Service Agreement". The document is a form with a blue header containing the "Learning Links" logo and contact information. Below the header, there is a section for "Personal Information" with fields for "On behalf of:", "NDIS No:", "Plan Start Date:", and "Date of Birth:". There is also a section for "The NDIS and this Service Agreement" with a date range from 2019 to 2020. The document is dated July 2019.

You give us permission to collect, store, and share your information when you sign your Service Agreement.

You can choose not to give us permission to collect, store and share personal information.



You can change your mind at any time about the personal information you share with us.

We will only give others your information without your permission if:

- The law says we must, or
- It will keep you safe.



## **When and how we share your information**



Only the staff who support your family access your information.

Our staff keep your information confidential and only share or discuss your private information when it is necessary to support your family.

We might need to tell other people about you so that they can help you.



We may need to share your information with NDIS to help with your child's NDIS plan.

## **How we store your information**



Your information is confidential and stored securely on locked computers or in locked filing cabinets and in secure environments.

Information is not left on desks for people to see.

## When and what information we send you



From time to time, we might send you information about Learning Links and our programs.



If you do not want to receive information from us email [marketing@learninglinks.org.au](mailto:marketing@learninglinks.org.au) and let us know.

## How you can make a complaint



If you want to make a complaint about how we have used your information, you can:

- Email us at [feedback@learninglinks.org.au](mailto:feedback@learninglinks.org.au)
- Speak to a Learning Links' staff member by calling 1300 003 900
- Use the [Contact Us](#) form on our website
- Contact the NDIS Quality and Safeguards Commission at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- Contact the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

