

Plain English Version

Personal information collected by McCallum Disability Services Inc. (McCallum) is protected by the Privacy Act 1988 (Cth) (the 'Privacy Act'). Personal information is any information that can be used to identify you which includes sensitive personal and health information.

McCallum follows the Australian Privacy Principles contained in the Privacy Act in handling personal information from customers, beneficiaries, business partners, donors, members of the public and McCallum People (including members, volunteers, employees, candidates for volunteer work and prospective employees).

McCallum has developed a Privacy Policy to protect your privacy. The Policy is available on request and contains detailed information about McCallum's responsibilities, your rights, and the information that may be collected by McCallum and how it would be used.

To access a copy please email: quality@mccallum.org.au

The primary purpose for collecting personal information from you is to provide disability services, including planning, funding, monitoring and evaluating those services. The kind of personal information we collect will depend on your relationship with McCallum (e.g. as a customer, donor, business partner, employee, volunteer or member, or online user of the McCallum website).

We usually collect personal information directly from you. However, we sometimes collect personal information from a third party such as your family/career, trustee or authorised representative or from a publicly available source but only if:

- You have consented to such collection or would reasonably expect us to collect your personal information in this way; or
- If it is necessary for a specific purpose related to the delivery of disability support.

We only collect personal information for purposes that are reasonably necessary for one or more of our functions or activities. Your personal information may be used to:

- provide you with goods or a service
- provide you with educational information (e.g. such as disability support)
- report to the NDIA, government or other funding bodies on how your funding is used
- report to the NDIS Commission on matters relating to you, such as reportable incidents
- process your purchase or donation and provide receipts
- communicate with you about how your donation is used or about McCallum's services, causes, events, products and services, which we believe may be of interest to you
- respond to your feedback or complaints
- answer your queries.

It may also be used for:

- any other purpose for which it was requested and which was advised to you
- directly related purposes to the list above.

Please be assured that wherever possible McCallum uses information in a de-identified form. Personal information will not be disclosed to third parties without your permission, except where permitted or required under the Privacy Act.

We take steps to protect all personal, sensitive and health information and government related identifiers held by McCallum against misuse, interference, loss, unauthorised access, modification and disclosure.

You can access the personal information that we hold about you, and you can ask us to correct the personal information we hold about you. You may be asked to provide proof of our identity before we can process this request.

If you are listed on one or more of our network email lists you can opt out at any time. You can unsubscribe by using the 'unsubscribe' options noted in our emails.

How to contact us:

For further information contact us at quality@mccallum.org.au

Or alternatively you can write to us at:

Quality Team
McCallum Disability Services
29 Learmonth Street, Alfredton, Victoria, 335

Easy read version of the Privacy Statement below...

Easy Read Version



Your privacy is very important to us.

We respect your privacy by making sure your information is kept safe.



This includes your personal details and health information.



We only collect the information we need to best meet your needs.

And we will always tell you why we are collecting your information.



We will make sure your information is correct and up to date, and if you want to see your information all you have to do is ask one of our friendly staff.

We make sure your information is kept in a safe place,



So only our staff who are involved with your support will see your information.

But if we think anyone, like another service, might need to see your information so we can meet your needs,

We will always ask for your consent first.

