

Privacy Policy – Easy Read Version

This document explains Lotus Assist’s **Privacy Policy and Procedure**. A policy and procedure tells you **how** and **why** we do things. When you see the word “**we**” or “**us**” in this document, it means **Lotus Assist**.



Privacy means your right to say

- who can see your information.

This policy and procedure tells you

- what we can do with your personal information.
- how we keep your information private.



Who is this policy and procedure for?

- It is for you and your family or your carer or guardian.

How do we collect information?

- We make our privacy rules from what the law tells us.
- We may get your information:
 - when you talk to us
 - through our website
 - by email



- We will always tell you
 - What information we need

and

- why we need it.

Your consent

- We need to get your consent to get your information **and**
- to tell others your information.



When you give us your consent it means

- you say **yes**
- we can use your information for some things.

Your personal information

- We need some information about you when you get our services.
- We need your personal information like your:
 - name
 - address
 - date of birth.
- We may need some sensitive information like about your:
 - religion
 - health.
- We need your personal information and your sensitive information so that:
 - you get the right service
 - you get the service at the right time
 - you get the best service.



Sometimes you need someone to help with consent, like



- someone in your family
- your guardian
- another person you trust.
- You or the other person will sign a form to give your consent.

No consent



- Sometimes you may **not** want us to use your personal information.
- You **can** say no
but
- this may mean we cannot give you the service.

We keep your information safe

We keep your information

- on paper
- on our computers.
- We call the information we keep **your record**.
- We keep your record safe
 - in a locked cupboard
 - in a secure room.



We keep your computer record secure

- This means we lock our computers.
- We can only open your record with a special password.
- Our computer records stay in Australia.

Storing your information

- The law tells us how long we keep your information.
- When we do not need your information any more
 - we destroy the papers
 - we use safe ways to delete it from our computers.

Our workers legal responsibilities



- All our workers sign a form to say
 - they will keep your information private
 - they will keep your information safe.

If your information is not safe

- We try hard to keep your information safe
- but
- sometimes there **may** be a **data breach**.

What does a data breach mean?



- This means someone has not got your consent to see your information

but

- they **have** seen your information.

and

- it may hurt you or someone.

What will we do?



- We will tell you if
 - something stops your information being safe.
- The law tells us we must also tell the Commissioner.
- The Commissioner is a special person in the government.
- They look after privacy.

Complaints



- A complaint is when you are not happy

and

- you tell someone.

What do I need if I have a complaint?



- You can make a complaint to one of our Directors
- You can call the Directors on

(02) 4003 2003 or (07) 3305 0279



- You can send an email to us

hello@lotusassist.com.au

If you are still not happy you can



- Call the Office of the Australian Information Commissioner.
1300 363 992

or

- complain online via the Office of the Australian Information Commissioner (OAIC) website

[OAIC Website](#)

