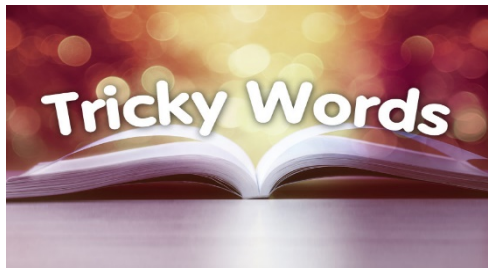


PRIVACY POLICY



Pearson Allied Health Services





This book has some tricky words

The first time we write a tricky word

- The word will be in **purple**
- We will write what the tricky word means

You can get help with this book

You can get someone to help you



- Read this book
- Know what this book is about



- Find more information

About this book



This book tells you about our
Privacy Policy

The Privacy Policy says how we will
do what the law says we must
do to protect your **privacy**

Privacy means



- things we know about you



- what we do with the information we know



For more information you can see the
full policy on our website
www.pahs.com.au

This book is about your privacy



This book will tell you

- what we know about you
- why we know things about you
- how we will use what we know
- how you can change what we know



how to make a **complaint**

A complaint is when you



- are not happy
- and
- tell someone the reason



There are laws to protect your **personal information**

Person information could be



- your name



- where you live

- your date of birth



- your health or disability information



We will keep your information **private**

Private means we will not tell people about it unless we have to

Why we keep your personal information?



We ask for your personal information for different reasons



It helps us to give you services and support



We can help you with complaints



We can give you details about our activities



We can get staff and pay them for their work



What information we keep

The personal information we keep might be



- your name

__ / __ / __

- your date of birth



- your picture



- your bank account details



- your family contact details



- information about your disability

We keep information about different people

For example



- people who use our services



family or carers



- our staff

We will not tell anyone about your personal information unless we have to



The NDIS Commission might need the information to help keep you safe

How we use personal information



We use personal information to help us give you services and support



We might need to tell other people about you because they give you supports you need



You need to give **consent** for us to tell others your personal information

Consent means you say yes

We might give others your information

When you have not given consent if



- the law says we must

or



- it will keep you safe



Sometimes your personal information is **sensitive information**

Sensitive information might be about your



- race or ethnic background



- religion



- sexual orientation



- health information



We will not tell anyone about your sensitive information unless the law says we must



We might need to tell someone at Pearson Allied Health Services about your health information to keep you safe

How we keep personal information safe



We keep paper records safe in our office



We keep information on our computers safe



We only tell people your information if the law says they can know



You can ask us about the personal information we keep about you

You should tell us straight away if your personal information changes

How to make a complaint



If you want to make a complaint about the way we have used your personal information



- email us support@pahs.com.au

and



- tell us what happened

We will investigate the complaint

We will tell you



- what we found out

and

- what we will do to fix the problem

When we send you information



Sometimes we might send you **direct marketing** information

Direct marketing might be



- newsletters
- emails
- information about our events



You can tell us if you change your mind about us using your information to send you direct marketing

You should



- email us support@pahs.com.au

and



- tell us to stop



More Information

For more information contact Pearson Allied Health Services



- call us 08 8322 2792



- email us support@pahs.com.au



- send us a letter
General Manager
4/378 Main South Road
Morphett Vale SA 5162



