

3.12 Sexual Health and Family Planning ACT

Privacy Policy



Privacy Policy



Policy

This book is a policy book.

This is a type of information document.

Policy documents tell you the rules we follow to keep you safe.

You can ask for help if you do not understand this information.

Hard words

This policy has some hard words. The first time we write a hard word

- the word is in **blue**
- we will write what the hard word means.

About this policy

This policy is written by Sexual Health and Family Planning ACT.

We say SHFPACT for short.

If words are **written in green**, it will link you to the document mentioned when you click it.

This policy helps you know how SHFPACT keeps your **privacy**.

- Privacy means information about you will not be told to other people unless they have to know for your safety or to keep others safe.

- You can choose to share your personal information if you want to.



There are rules about what

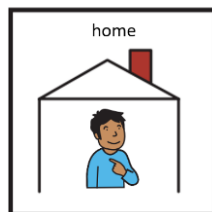
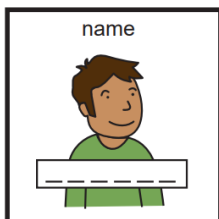
SHFPACT

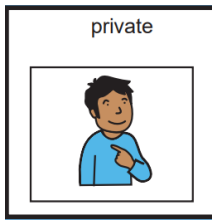
- does with your **personal information**
- does not do with your personal information

Your personal information is

information about you. It could be

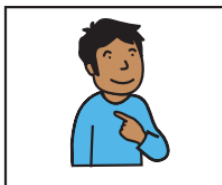
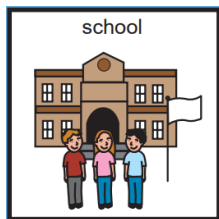
- your name
- where you live
- your date of birth
- your health or disability information





- your gender or sexual identity
- your phone number.

Personal information is private information.



SHFPACT also keeps information about your

- medical history
- medication
- education history



talk

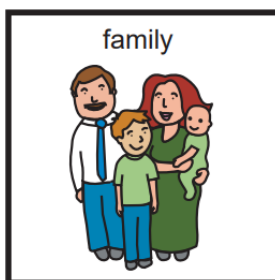


You can ask SHFPACT what information we keep about you if you do not know.

SHFPACT collects your personal information

Your information is collected and used to

- tell Community Workers you know and Community Workers you do not know about your health and supports, and
- sometimes tell your family about your health and supports.



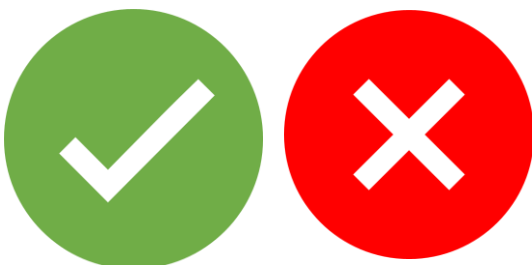
medicare

Your information is also used to know how much money you owe to Medicare and doctors.

We use your information when you come to SHFPACT for an appointment.



SHFPACT need to ask you for **permission** before you come for an appointment.



Permission is when you agree to something.



You can choose if you do or do not give permission.

You can say no.

We also need to ask for permission to share your personal information.

You do not have to give us your personal information.

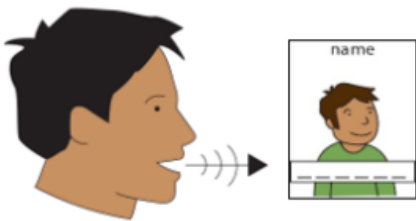
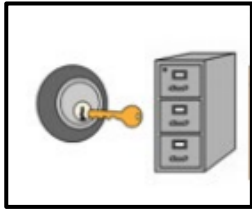
If you do not give your personal information you may not be able to go to some our services.



Your personal information at SHFPACT

We will not usually share your personal information.

Your information will be kept safe.



We will keep it for as long as the law makes us.

To keep your information safe we

- put locks on filing cabinets
- have passwords on computers, and
- do not let people read information if they do not need to.



We will only share your information if

- you have given us your permission and personal information

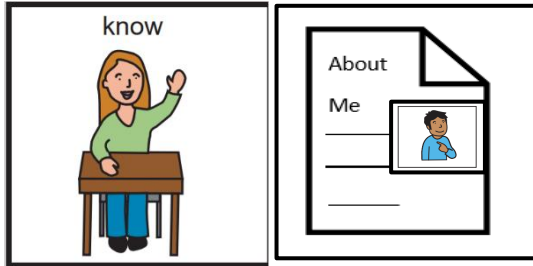


- we are worried about your safety or the safety of others. You might have told us about the safety of others.



- the law makes us tell someone else.

How to know what information we have about you



If you want to know the personal information we have about you, you need to do 4 things.



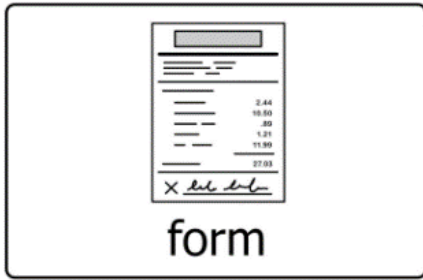
You need to

- 1.) talk to us and ask to see your personal information.



You can talk to us in person.

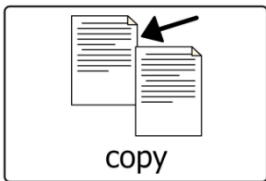
Or call 02 6247 3077.



Or send an email to

shfpact@shfpact.org.au

2.) Fill out the form or answer the questions that we ask you.



3.) Make a photocopy of something that says who you are.

Like a driver's licence or Health Care Card

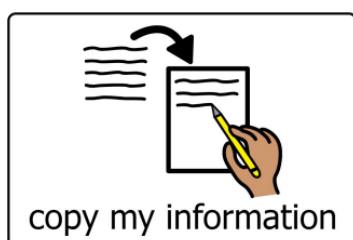


4.) Send the form and your photocopy to us.

You can give us the form and photocopy in person.

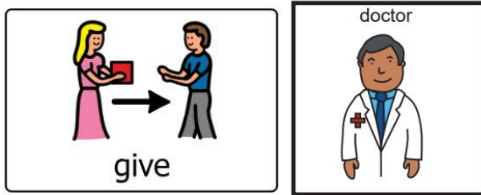
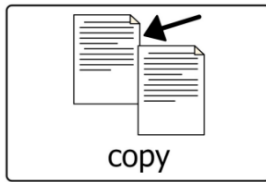
Or send an email to

shfpact@shfpact.org.au



You can ask to

- read your personal information
- write things down about your personal information, or



- ask us to photocopy your personal information.

We can give the photocopy to you or someone else.

Like a new doctor.

You can ask us to give you the personal information in a way that you understand.

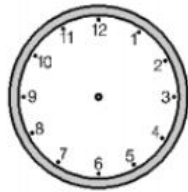


You might have to pay us a small amount of money for the information if

- you ask a lawyer to get the information for you, or
- We have to pay someone else to give you the information in a way you understand.

We will tell you if you have to pay any money.

If you need to visit us to see your information.

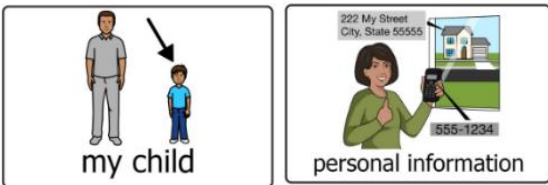


We will tell you

- where to go and
- when to go.

When you can not see your information

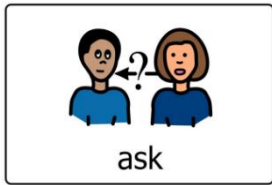
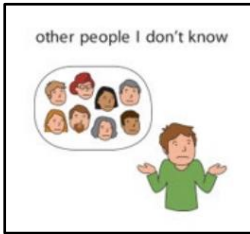
This is important.



Sometimes we may say you can not see

- your information
- your child's information.

SHFPACT might say no because



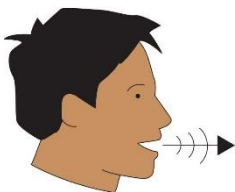
the law tells us we can not give you the information.

Or someone else has asked for your information.



We will also say no if someone else tells us you might hurt myself or someone else if you see the information.

talk



If we say no, you will be told why.





What to do if you are not happy

If are not happy with how we have used your information, you can talk to someone.

You can talk to SHFPACT about why you are not happy.

You can also give **feedback** to SHFPACT.



Feedback means telling someone if you were happy or unhappy with their service.

You can read our Feedback Policy for more information.

The Feedback Policy is on our website.



You can also talk to the Office of the Australian Information Commissioner.



You can talk to them by

- phone on
1300 582 113
- email at
privacy@privacy.gov.au
- letter to

Office of the Australian
Information Commissioner
GPO Box 5218
Sydney NSW 2001

Version Control

Policy name	3.12 Privacy policy (Easy English)		
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Version	Date	Author	Description
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1.0	21/11/24	SHFPACT	ED Approved