

Easy Read: Privacy Statement

At Positive Pathways Services, we respect your rights. We keep your personal information private and safe. We follow the Privacy Act 1988 (Cth).

What is Personal Information?

Personal information is information that can identify you. It can be about your health, disability, or other personal details.

Examples include your name, address, email, phone number, and health information. It can also include photos, videos, and voice recordings.

Why Do We Collect It?

We collect your personal information so we can:

- Check if you can get support
- Provide safe and helpful support
- Monitor the support we give you
- Give non-identifying information to government when needed

How Do We Collect It?

We collect your information from you in many ways, such as:

- Talking to you in person or on the phone
- Emails or letters
- Our website
- Other services, with your knowledge

Third Parties

Sometimes we get your information from other services. If this happens, we will tell you.

When We Share Your Information

We only share your information if:

- There is a serious and urgent risk to your life or someone else's
- You say we can
- The law requires it

How We Keep It Safe

We store your information safely so it cannot be lost or misused.

We keep your records for at least 7 years. If you were under 18 while we supported you, we keep your records until you turn 25. After that time, we securely destroy your information or remove your name from it.

Accessing Your Information

You can ask to see the information we have about you. You can also ask us to fix anything that is wrong.

We may say no if:

- It would affect another person's privacy
- It is not safe
- The law says we cannot

Keeping Your Information Correct

We try to keep your information up to date. If something changes, please tell us.

Questions or Complaints

You can contact us if you have any questions or complaints:

Email: admin@positivepathwaysservices.com

Phone: 0452 518 900

You can also give us a Feedback and Complaints Form.

Reviewing This Statement

We review our privacy statement every year. We ask for feedback from participants, staff, and others.