

# Privacy Statement

## What is Privacy?

Privacy means:

- things we know about you, and
- what we do with what we know.



## There are laws to protect your personal information

Laws are rules we must follow.

Personal information could be about:

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



We will keep your information private.

Private means we will not tell people about it unless you say we can. Or we must tell people to keep you safe.

## What we keep

We keep personal information about different people. For example

- people who use Crosslinks supports and services
- all our workers



The personal information we keep is

- your name
- your NDIS plan and number
- information about your needs
- what supports you have.

All workers of Crosslinks can access information on our system, not just your Support Worker.

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We will not tell anyone about your personal information. Unless you ask us too.

## How we get personal information

We get personal information from

- you
- someone you trust to help you

For example,

- a carer
- your parent or trusted friend

## You can give consent for other people to give us your information

Consent means you say yes.

You do not have to give us all your personal information. Just the information we need to support you.

If you do not consent that's okay but we might not be able to give you the support you need.

## We might ask you for your information

- by phone
- by email
- in person

If you are not sure the person you speak to is from Crosslinks you can ask to see their Crosslinks identification badge. If you do not think the person is from Crosslinks do not give them any information. Call your Area Manager to check on 08 9374 1600 between 8 - 4.30pm Monday to Friday.



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## How we use personal information

We use personal information to help us

- give you services
- give you supports
- to contact you.

We might need to tell other people about you because they

- help with your NDIS plan
- give you supports you need.



## How we keep personal information safe

- We keep all our records safe, and we have secure access.
- Secure access means you must have special keys to open the office and passwords to access the computer.
- We keep information on our computers safe.
- We only tell people your information if the law says they can know.



## About our website and social media

We might find out your personal information from

- our website
- our social media.

For example, Facebook.

We get information about how people use our website. For example,

- what website pages people look at

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- what documents people look at online
- what people search for online.

We do not know the personal information of people who use our website.

We will not email you unless you tell us to.



## Further Information

If you have questions relating to this Statement, please contact us at the following places.

For general enquiries, please contact Crosslinks reception on 9374 1600, email [reception@crosslinks.org.au](mailto:reception@crosslinks.org.au) or submit an enquiry form on our website.

### Address

6 Cale Street, Midland WA 6056

Phone (8.00am - 4.30pm Monday to Friday)

(08) 9374 1600

After hours (Crosslinks participants only) 0417 172 376

Fax (08) 9250 5911

Email [reception@crosslinks.org.au](mailto:reception@crosslinks.org.au)