**Scope's privacy policy for clients**

**Easy English**

# About this booklet

There are words in this booklet that may be hard to read.

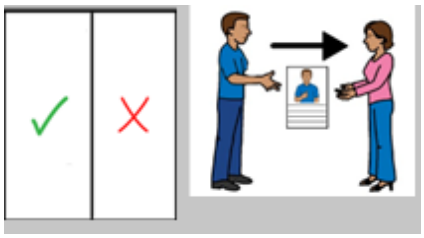
The words are in **blue**.

You can ask someone to help you.

## What is this booklet about?

This booklet is about your

**personal information**.



There are rules about what Scope

● does with your personal information

● does **not** do with your personal information.

Some people call these rules a **privacy policy**.

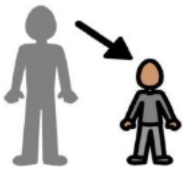
# In this booklet

What is personal information? Page 5

Why Scope needs personal information Page 7

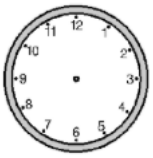
How Scope gets your personal information Page 8

Who can see your personal information Page 10



Children's privacy Page 12

How Scope keeps personal information Page 11



How long Scope keeps personal information Page 15

How you can see your personal information Page 16

How Scope uses your information for marketing Page 17

How Scope uses your information for research Page 18

How Scope may use cookies Page 18

How Scope may use AI Page 19

More Information Page 21

# What is personal information?

You might tell Scope **personal information**.

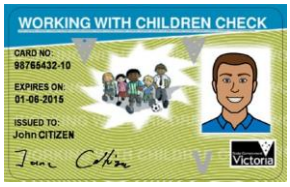
Examples of personal information are your

Name

Address

Date of birth

Personal information can also be a




Working with Children Check

Police Check

Tax File Number

Scope might also keep health information.

For example

Medical History

Medication

Therapy Plans

You can ask Scope what other personal information we keep.

# Why Scope needs personal information

Scope needs personal information to provide a service to people. For example

Find a place to live

Join a day service

See a therapist

Scope keeps personal information if the law says we have to.

.

# How Scope gets your personal information

We get your personal information when you

Contact Scope

Get a service from Scope

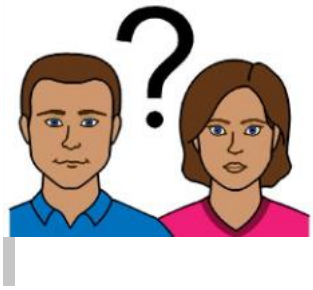
Give money to Scope

Scope might get your personal information from other services.

For example, your doctor.

Scope may need your **consent** to get personal information from another service.

Consent means to say **yes**.



# Who can see your personal information

Only some people can see your information.

For example

- your parents

- your **guardian**

A guardian is someone who makes legal choices for you

Sometimes the law says we **must** give your information to another service.
For example

the Police

Medicare

Centrelink

Australian Taxation Office.

We might give some personal information to a service you use.

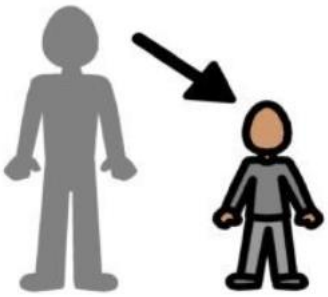
For example, we might give your address to your taxi driver.

You can **change your mind** about consent at any time

Contact our **Privacy Officer** if you change your mind. How to do this is at the end of this form.

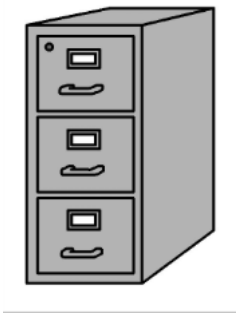
This will not change what we have already done with your consent

It may affect some of the services we can give you



# Children's privacy

Scope is extra careful with information about children.



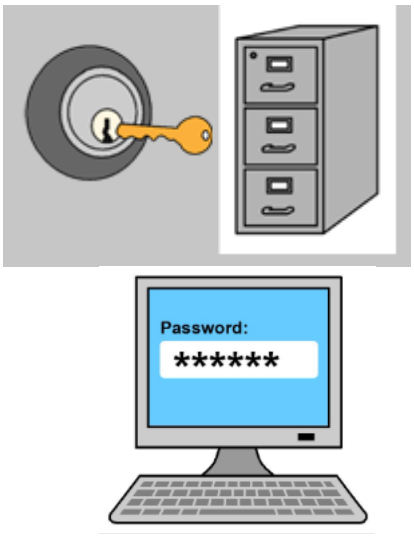
Scope usually gets information about a child from their parent or **guardian.**

Children have a right to privacy.

Scope only collects information it needs.

# How Scope keeps personal information

We are very careful with personal information, especially health information.




We keep your personal information in a safe place. For example, we

- put locks on filing cabinets
- have passwords on computers.

Sometimes keep personal information overseas.

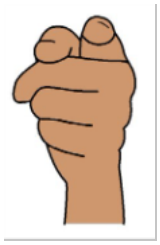
For example, our computers might be connected to **servers** that are overseas.

A server is a special computer. It makes Scope's computers work properly.

We only store personal information overseas if

- the law says we can

or



- you say we can.

## Scope has rules for computers overseas

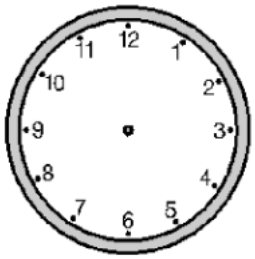
Laws about privacy may be different overseas.

Scope has special rules for overseas companies.

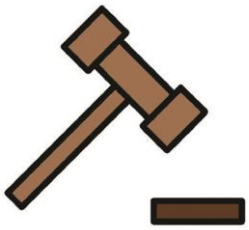
These rules protect your information.

Scope is always in charge of your information.

# How long Scope keeps personal information



We keep different information for different times.



The law tells Scope how to keep records.

- This includes NDIS records
- This includes health records
- This includes employment records

When we do **not** need your personal information any more, we

**destroy** your personal information

or

take your name off the information.

Destroy means that we do **not** keep **any** of your personal information.

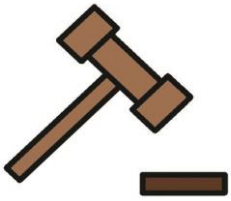
# How you can see your personal information

You can ask to see your personal information.

You can also fix your personal information if it is wrong or out of date.

We will do this as soon as we can.

You can do this by contacting our **Privacy Officer**. How to do this at the end of this form.



Sometimes we must say **no**.

For example

- if the law says we must say **no**
- we do **not** have your information any more
- it could affect another person's privacy
- the request is made to cause problems

We will tell you if we must say **no**.

# How Scope uses your personal information for marketing

We use personal information for marketing.

For example, to make

- a letter about a new Scope service
- an email about a Scope event
- to ask for donations to Scope

Scope does not use **sensitive** information for marketing

Scope only uses your information for marketing if you say yes, or if the law allows Scope to do this without asking

You can tell Scope to stop sending you marketing.

# How Scope uses your personal information for research

We use personal information for **research**. Research means to study.

We might ask you to help with research and ask you questions.

Your answers help us to give people the services they want and need.

You can say **no** to being part of research.

# Scope websites may use cookies

A **cookie** is a small file a website may put on your computer. **Cookies help the website work.**

Some cookies help Scope understand how people use the website.

Some cookies may be used for advertising.

**You have choices about cookies.**

You can turn off cookies

- Scope keeps any personal information in cookies private.

## How Scope may use Artificial Intelligence (AI)

- AI means **Artificial Intelligence**

- Artificial Intelligence lets computers do jobs without people telling them every step

## How Scope uses AI safely

AI tools must follow Scope rules, including rules for Privacy

**People** will help to make decisions that affect you, not AI

Scope does **not** let AI companies use your information

- to train their AI models
- for advertising

If an AI tool is working overseas, Scope uses rules to keep information safe

# More information

Contact us to

- ask questions about Scope's privacy policy
- give us new personal information

For example

- a new address
- the name of a new service provider.

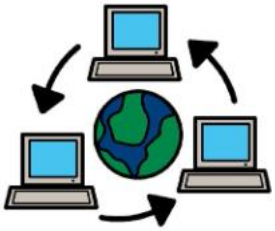
You can send questions about Privacy to our **Privacy Officer** by:

Email
privacyofficer@scopeaust.org.au

Send a letter to
Level 2, 109 Burwood Road
Hawthorn VIC 3122

Go to our website
www.scopeaust.org.au/privacy-policy/

When we change the Scope privacy policy, we write this on our website.



You can also call the Office of the Australian Information Commissioner to get help.

1300 363 992