# Privacy Statement

This statement describes what personal information futures in sight may collect and what we do with it.

## What personal information do we collect and hold?

We may collect the following personal information:

* name;
* mailing or street address;
* NDIS Number
* email address;
* telephone number;
* date of birth;
* any additional information relating to you that you provide to us directly through our websites, by telephone or personal contact.

## How do we collect your personal information?

We collect your personal information directly from you. Personal information may also be provided by other organisations, including the NDIA. We will only retain this information ourselves, if we are working with you.

## Why do we collect your personal information?

We collect your personal information to:

* provide you with information and updates about futures in sight
* determine how we can best help you
* research, monitor and evaluate our work and identify areas for improvement
* meet our legal and, if needed reporting, requirements
* process and respond to complaints
* provide information to third parties as authorised by you or as required by law.

## What happens if we collect your personal information?

You can refuse to give us your personal information.

If you do not provide us with the personal information we require, we may not be able to provide our full range of services to you or respond to your complaint. We will explain what, if any, limitations this may cause.

## Why do we collect, hold, use and disclose your personal information?

We collect, hold, use and disclose your personal information for the following reasons:

* to answer enquiries, provide information and services to you
* to update our records and keep your contact details up to date
* to process and respond to any complaint made by you
* to comply with any law
* to evaluate our work

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

## Who do we disclose your information to?

We may disclose your personal information to Partners, Employees Contractors or volunteers who need the information to provide you with our services. We will also disclose information to other agencies and organisations for the purpose of our work with you. We will not share any information to any of the agencies, individuals and organisations you have requested us not to share any information with.

If you have given us approval we may share information for the purpose of external auditing.

## How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting our Privacy Officer.

Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information, we hold about you is incorrect, incomplete or inaccurate, you may ask us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information explaining how you disagree with it.

## What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

The Privacy Officer will make enquiries and will advise you of the outcome of these enquiries within 21 days of receiving your complaint. A report will also be made to our Advisory Panel about any breaches of privacy and action will be taken to ensure that the breach does not occur again.

## Privacy Policy

Our Privacy Policy contains additional information about how we deal with privacy matters. Our Privacy Policy is available by contacting us by phone on 0468 312 515 or by email to info@futuresinsight.com.au

## How to contact our Privacy Officer?

Donna Rhall – PO BOX 882 Marrickville, NSW 1475

Phone 0432 414 219 Email: donna@futuresinsight.com.au