



## Plain English Privacy Policy

**This is a summary of our full privacy policy. The full policy is available [here](#):**

When you come to Blue Knot for a service, the questions we ask you will help us give you our best service. The information you give us helps us understand what you need or want. We want to support you in understanding what we are saying and asking. Please tell us if you need other support at any time.

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## **1. What personal information do we ask you for?**

This can include:

- Your name.
- Your phone number.
- Your address.
- Your email.
- Your age or date of birth.
- Other information, as listed in our Privacy Policy.

## **2. When do you collect this information?**

The circumstances in which we might collect your personal information include:

- as part of providing you with our services, such as trauma counselling, information and referrals as needed, which may include by phone, webchat and video;
- to interact with you, such as answering any questions or queries you have made through our website or by contacting us;
- where we are required by law to collect certain information; and
- where we have your consent to collect your personal information.

When we ask you questions during a call, you don't need to give us any personal information. It's your choice. You may also choose to use a pseudonym (a name you use instead of your real name) or remain anonymous. Your personal information helps us to be able to support you with as little stress as possible. If you don't give us any personal information, it might be harder for us to provide the support you are looking for.

Even though you normally don't have to give us any personal information, you will have to give your full name and some identifying details if you are applying for the National Redress Scheme.



### **3. What is Sensitive Information?**

Sensitive information is a special type of personal information. To help us give you the best service we can, sometimes we might need to ask you other things about yourself.

This can include:

- Your health.
- Your background.
- If you are living with a disability or have lived with disability.
- Other information as listed in our Privacy Policy.

Before we request any sensitive information from you, we will first ask if you agree.

Just like the other types of personal information, you can choose not to give us sensitive information, however, if you choose not to give us sensitive information, it might be harder for us to provide the support you are looking for.

### **4. What about asking other people about you?**

We always try to ask you personally for the information we need about you. Sometimes other people have information that can help us help you. These are people such as:

- Other service providers.
- our business partners, who help us perform our work.
- Websites or other sources of information available to the general public.

We will only ask other people for information about you if you agree, or if we can't reasonably get the information from you personally. Where we can, we will ask you about those other people before we speak with them, however, this may not always be reasonably practicable.



## **5. How do we store your Information?**

We always store your information in ways that keep it safe. This is usually in a secure online location but sometimes we keep paper records. We make sure that only people who need to see your information, to be able to help you, will be able to see it.

We only keep your information for as long as the law says we need to keep it. We need to keep different information for different times. When we don't need to keep information any longer, we destroy it safely.

## **6. What do we use your information for?**

We use your information for different purposes such as:

- Finding out how we can help you.
- Communicating with you.
- Answering your questions.
- Complying with our funding and legal obligations.

Sometimes we might also use your information to tell you more about what we do or to help us do research. You can choose to say no to this.

## **7. Marketing**

We may also use your information to:

- Send you information about our services.
- Get your feedback about our services.
- Let you know about events, services, promotions or other offerings which we think you might be interested in.

To do these things, we may share your information with our business partners, who may contact you on our behalf.

You can always say no to this, at any time. You can let us know to stop contacting you in these ways by contacting us directly, or by following the instructions on material that we send to you (like a button in an email that says 'unsubscribe').

## **8. Will we give your information to others?**

We will only give your information to others in certain circumstances.

These include when:

- you have given us permission, or
- we are legally required to.

Examples of people whom we might need to give your information to include:

- organisations that give us funding and need to know about our work.
- our partners who help us support you, such as by arranging for deliveries.

If we need to give your information to others, we will make sure that you cannot be identified from it, as much as possible.

We will do our best to make sure that whoever receives the information has a suitable privacy policy and will use the information safely and appropriately.

We will not give your information to people who are overseas. If this ever changes, we will update this policy.

## **9. What if something serious happens?**

If something serious happens we might also need to share information about you with people outside Blue Knot. Before we share any information about you, we will normally ask you for your permission. You can give your consent verbally or in writing.

There is some information that Blue Knot receives that the law says we have to share. This includes:

- if a child is in danger or at risk of being harmed.
- If you or someone else is in danger.

Sometimes we might have to do this without asking you first and without your consent. We will only do this when the law tells us we have to.



## **10. What if you want to see your information?**

You can ask us if you want to see your information. Most of the time we can show it to you.

We may not be able to show it to you if:

- it would put you or someone else in danger.
- it shows information about someone else.
- the law says we can't show it to you.
- the information is part of a legal case.

Before we show you your information, we will need you to provide specific information to prove who you are. If we have stored lots of information about you, we might need to charge you a small fee to find it. We always try to do this as fast as we can but sometimes it can take us a bit longer. This is so we can provide you with accurate information in a safe way that keeps it private. Even though we will try and provide the information as soon as we can, sometimes it can take us up to 30 days.

You can ask us if you would like to correct any mistakes in your information. We will do our best to make these corrections as fast as we can.

## **11. What if something happens to your information?**

If your information is lost or stolen, the law says that we must let you know. This is called a data breach.

If this happens to your information, we will try and fix it. If we can't fix it, we will try to contact you personally. If we can't contact you, we will post a public statement about the data breach on our website without sharing any of your personal details.

## **12. How do you make a compliment or a complaint?**

If you want to tell us about how we have protected your privacy or want to make a complaint you can find out how here. We will speak to you to find out what has happened so we can understand what you are feeling. To find out more and to make a complaint or tell us about how we have looked after your personal information, please fill out the form here and we can contact you to



talk about your experience. <https://blueknot.org.au/about-us/compliments-feedback-complaints/>. If you are not satisfied with our response to your complaint, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC) (<https://www.oaic.gov.au/contact-us>).

Lodging a complaint will not affect your relationship with us.

### 13. Cookies

Our website uses harmless cookies and other technologies to function effectively. Cookies allow us to remember who you are each time you access our website. You can turn off cookies in your personal browser, but this may change how our website works for you.

### 14. Document Details and Review

This policy will be reviewed at a minimum of every three years.

Date issued:	April 2024	Approved by:	President/CEO
Review date:	April 2027		