**Why we collect your information**

Fairhaven Services collects and retains personal information (such as your name, date of birth, address and personal needs) so that we may provide you with quality services. This information is used to

* Develop a support plan based on your own personal needs, requirements, strengths, goals, culture, values and beliefs.
* Manage and improve the services and supports that we offer.
* Manage our legal and licensing conditions

**How we keep your information safe**

* Fairhaven complies with with strict industry standards and privacy laws including The Privacy Act 1988.
* All of our employees and workers are trained and committed to respect and protect your right to privacy.
* All of our employees and workers must sign a Confidentiality Agreement which means they are not allowed to disclose any of your personal information.
* Your information is stored on secure computer servers that are protected by passwords.
* Your information can only be accessed by people who are authorised and need to see it to provide supports.

**Who do we share your information with?**

We will not share any of your personal information with third parties without your consent except

* Legal reasons such as laws, court orders or warrants.
* Where sharing the information will prevent a serious threat to somebody’s life or health.
* Mandatory reporting such as reportable incidents to the NDIS.
* Where contractors, service providers and volunteers need information to provide you supports and to perform their duties.

**Consent to share information**

When you give consent to share information, you are giving permission for Fairhaven to collect information from and share information with other people and services

* You can give or remove your your consent for us to talk to family members, other service providers, medical services, government agencies etc.
* When you sign the Fairhaven intake form, you are asked to give us permission to share information with the contacts you have given us.
* If we need to talk about you to any other people or organisations, we will ask you to sign a consent another form.
* You can add or remove consent to share information at any time. Contact your Client Relations Officer if you want to change your consent.
* We will review your consents with you at least once a year to make sure they are up to date.

**Can I see my information?**

* You can ask to access any personal information we hold about you at any time by contacting us (see the details below).
* Where we hold information that you are entitled to access, we will try to provide it you in an accessible form.
* There may be some situations where we cannot let you access the personal information we hold. Eg. If giving you the information would interfere with the privacy of other people
* If that happens, we will explain in writing why we had to refuse your request.
* If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you can ask us to amend it.

**If you feel your privacy have been breached:**

To make a formal request or complaint contact the People & Culture Manager

* In writing : **209 Brisbane Water Drive Point Clare NSW 2259**
* Phone: **(02) 4349 5500**
* Email: **AskHR@fairhaven.org.au**
* Website:[**https://fairhaven.org.au**](https://fairhaven.org.au)visit the website and fill out the “Tell Us what You think” Form.

A complaint can also be made to the NDIS Commission by:

* Phoning: **1800 035 544** (free call from landlines)
* or **TTY 133 677.** Interpreters can be arranged.
* National Relay Service and ask for **1800 035 544.**

This Fact Sheet is a summary of Fairhaven’s Privacy and Confidentiality Policy. If you would like a copy of the full document, contact the People & Culture Manager

Phone: (02) **4349 5500** Email: **AskHR@fairhaven.org.au**