

# Privacy Policy – Easy Read



## Hard Words

This fact sheet has some hard words.

The first time we write a hard word

- The word is in **BLUE**
- We write what the hard words means



## You can get help with this fact sheet

You can get someone to help you

- Read this fact sheet
- Know what this fact sheet says
- Find more information



This fact sheet is about our **Privacy Policy** at Mosaic Support Services.



A Privacy Policy explains how we handle your **personal information**.



## What is personal information?

- Photos, recordings or videos of you
- Your name and where you live
- Your phone number
- Your bank account details
- Your date of birth
- Other **sensitive information**



## What is sensitive information?

- Health records and information of any kind
- Your race, ethnicity or culture
- Your political views
- Your religious beliefs
- Membership to associations or clubs (like a union)
- Your sexual preferences
- Your criminal records



## How can we collect your information?

- Paper forms (Intake forms are an example)
- Electronic forms (website or online forms are an example)
- Surveys
- Conversations
- Information from your doctors and specialist
- Information from your guardian or family



## What happens if I don't give my information?

If you cannot, or choose not to give Mosaic the information we need

- We may not be able to support you
- The supports offered to you may be limited.



## How will we use your information?

We need your information to give you quality services that meet your needs.

We will only use the information you give us for official business tasks, these could include

- Organising your supports
- Research and data
- Sending you important messages (changes to or cancelation of supports is an example)
- Sending you marketing messages (upcoming events are an example)
- Organising other supports with a **third party**
- Answering your complaints or feedback
- Processing a sale through the Made By Mosaic online store (ecommerce)

Some of your information is **confidential**.

We will only share your health, financial, or legal information when

- required to do so by law
- if the information is reasonably available (living in Tasmania is an example)



## What is a Third Party?

A third party is someone that Mosaic needs to work with, to better support you.

These can include

- Contractors
- Other service providers
- Government agencies
- Doctors and health providers (Hospital is an example)



## What is confidential?

Confidential means not to be shared. It is private or restricted information.



## Marketing

We may use your information to send you information on our services or upcoming events.

You can choose to stop these communication by contacting Mosaic. You will still receive our 'essential communications'.



Call 6244 9444 to stop these communications.



Email [Marketing@mosaictas.org.au](mailto:Marketing@mosaictas.org.au) to stop these communications.



## Who might we share your information with?

- Mosaic Employees
- Third Parties
- Government authorities as required to do so
- Anyone you give us expressed consent to share with



## Can I see my personal information?

You can see your information held by Mosaic.

You can get this in person, by email, or in the post. Mosaic will always try to get your information ready quickly, but this can take some time.



### **Keeping information safe.**

Mosaic will have processes in place to make sure your information is safe.



### **What happens when information no longer needed?**

When your information is no longer needed or required by law to be kept, Mosaic will destroy or **de-identify** it.



### **What does de-identify mean?**

De-identify means to remove any information that could tell someone else who the information is about. Removing your name from documents is an example of this.



### **What happens when there is a data breach?**

Mosaic will act according to privacy laws.

We will notify you and/or the Office of the Australian Information Commissioner if any of your confidential information has been part of a data breach.

This will be done within 30 days.



### **What is a data breach?**

A data breach is where your personal information is shared with or accessed by someone who shouldn't have access.

## What can I do if I have a complaint or feedback?

You can report any concern you have regarding your privacy to Mosaic. You can:



Call 6244 9444 to give a complaint, compliment or feedback.



Email [feedback@mosaictas.org.au](mailto:feedback@mosaictas.org.au) to give a complaint, compliment or feedback.



Post the complaint, compliment, or feedback to 99 Bathurst Street, Hobart, Tas, 7000



We will always take your feedback seriously and will let you know we have got your complaint or feedback within 48 hours. We will try to resolve it within 2 weeks.

## What if I am still unhappy?

You can also make a complaint about how Mosaic have handled your personal information to the NDIS Commission or to the Office of the Australian Information Commissioner by



Calling NDIS Commissioner on 1800 035 544

Calling Australian Information Commissioner on 1300 363 992



Visiting the NDIS website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Visiting the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)



## You can get help to know what this Privacy Policy says

You can ask



- A family member



- An **Advocate**  
An advocate is someone who knows what you want  
They can tell Mosaic what you want.



- A **Guardian**  
A Guardian is someone who can make choices for you.



You can call Mosaic on **6244 9444**  
Monday to Friday, 9:00am – 5:00pm



**Telephone Interpreting Services**  
131 450



**TTY Users**  
133 677 then ask for 1800 800 110



**Speak and listen users**  
1300 555 727 then ask for 1800 800 100