

## **Privacy Policy (Easy Read Version)**

Expression Australia respects your privacy. This policy explains how and when your personal information is collected, kept, and given out by us.

Sometimes another policy or privacy collection statement may apply instead of, or in addition to, this Privacy Policy. If that's the case we will let you know and direct you to the additional policy.

It also explains what to do if you have questions or concerns about your information.

### **What is personal information?**

Here are some examples:

- your name
- where you live
- your date of birth
- contact information
- information relating to your health or disability or services engaged

### **How does Expression Australia collect personal information?**

Generally, we only collect personal information directly from you when you knowingly provide it (unless it is impractical or unreasonable to do so).

This can happen when you:

- access a service
- attend an event
- need accurate records
- mailing lists
- job applications
- via a third party

Here are some examples of how this can be collected:

- online forms and portals
- paper forms
- face to face
- on the phone
- during service

### **What about photos or videos of me?**

Sometimes we will take photos or videos during our services or at community events. Expression Australia has to let you know if this is happening. These photos might be used to promote our business e.g. on the website, social media, newsletters. If you do not want us to take your photo, you have to let us know. Speak to a staff member and ask them to help you with this.

### **Why does Expression Australia need to know these things?**

We keep your information so that we can:

- Provide you with services e.g.:
  - buying a new hearing aid

- to book an interpreter or captioning
- help from a Support Worker
- help finding a job
- Contact you
- Ask you questions that will help us improve our services, e.g. surveys
- Promote products or services
- Send you important information e.g. newsletters and emails
- Where required by law

### **Will Expression Australia give my name or details to other people or organisations?**

Expression Australia will only give out personal information about you to other organisations when you have signed a form to say yes. Some examples may be:

- we need to work with another organisation to help you
- you ask us to talk to another organisation, for example Centrelink, to get information for you
- when you buy a hearing aid we need to tell the company that makes the aid your name
- we are required or authorised by law to give out information

Also, if we have information about you that we no longer need, we will delete or destroy it.

### **Do I have to give you my information?**

No, it is your choice. You also have the choice of remaining anonymous (not using your name) or using a pseudonym (fake name) when you contact Expression Australia. Please keep in mind however that if you do not use your real name, we may not be able to provide you with all of our services.

### **Using the Expression Australia Website**

Expression Australia's Website ([www.expression.com.au](http://www.expression.com.au)) will collect information about your activity e.g. we count how many people view information on the website and the most popular pages. However, the website will not collect your name. This activity information helps us build a better website.

Our website includes links to other websites to help provide you with information. If you click on a link, you will leave our website. We are not responsible for any of these sites, their content or how they use your personal information.

Our Website uses 'cookies', cookies make using the Website easier by storing information about your preferences on the Website. If you would prefer not to receive cookies, you can alter your security settings on your web browser to disable cookies or to warn you when cookies are being used.

### **Can I see the information Expression Australia has about me?**

Yes. You are allowed to find out what information we have about you and also update the information if it is incorrect. Contact a staff member or the Expression Australia Quality Team to find out more about this. If you wish to see the information that another organisation has about you, you may need to contact them directly.

### **Amendments of this Privacy Policy**

Updates made to this Privacy Policy will happen on the website, so please review regularly.

The most current version of our Privacy Policy is on our Website at [www.expression.com.au](http://www.expression.com.au).



### **What if I don't want to come to Expression Australia anymore?**

If you want to stop receiving services through Expression Australia or would like your details to be taken off our mailing lists please let us know.

### **I am not happy about how my information has been used. What do I do?**

You are allowed to complain if you are not happy about how we have used your information or if you have concerns that your information is not private. Please contact the Quality Team to talk about your concerns. If you do not want to talk to us about your concerns, you can contact the Office of the Australian Information Commissioner (OAIC) via this website: <http://www.oaic.gov.au/privacy/privacy-complaints>

### **How do I contact the Quality Team?**

By post:

To the Quality Team  
Level 4, 340 Albert Street  
East Melbourne, Victoria 3002

Phone: +61 3 9473 1111

SMS: 0402 217 586

Email: [privacy@expression.com.au](mailto:privacy@expression.com.au)

Skype: expression.australia

Fax: +61 3 9473 1122

TTY: +61 3 9473 1199

For further information about privacy in general, please refer to the Office of the Australian Information Commissioner's website: <http://www.oaic.gov.au>

### **Changes to this policy**

We may make changes to this Privacy Policy from time to time. We will let you know if this happens, e.g. on our website, a poster at the Front Desk, etc.