



Easy Read



What we do with your information

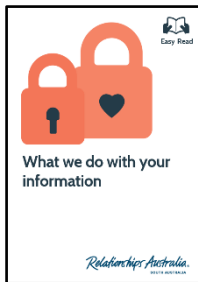


Relationships Australia SA know that **privacy** and **confidentiality** are very important to having good and responsible services.



Privacy means what is shared with us will be kept private.

Confidentiality means we will not share the personal information of the people we connect with.



This document tells you what we will do with your personal information.



When you see 'we' or 'us' that means Relationships Australia SA.

Relationships Australia SA is also known as RASA.

bold

Some words are written in **bold**.

We explain what those words mean.



You can ask a friend, family member or support person to help you read this.




What is in this document

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Your personal information



Personal information is information about you.

| About you | |
|-----------|---|
| Your name |  |
| Address |  |
| Phone |  |

When you join our programs or activities, we might collect some personal information about you.



Personal information might include:

- Name.
- Age or date of birth.
- Phone number.
- Email.
- Address.
- Health or medical needs.
- Photos or videos shared with your permission.
- Other information needed to work with you.



How we use your personal information



We only use your personal information to help us provide our services to you.

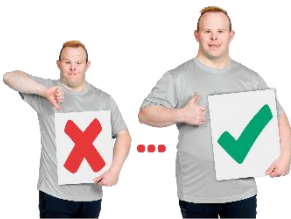
We might use your personal information to:



- Run programs and activities for you.



- Let you know about events or activities.



- Keep you safe and healthy while you are with us.

- Make our programs better by learning from your feedback.



- Follow the law and do what we are meant to do.

Keeping your information safe



Your privacy is important to us.

We want to keep your information safe.



We have rules to protect your personal information.



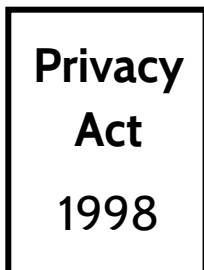
Only **authorised people** can access your personal information.

Authorised people are staff at RASA who have permission to access your personal information.

We only keep your information for as long as we need it.



When we do not need the information, we get rid of it safely.



RASA follow the Privacy Act 1998 (Cth).

You can find more information about the Privacy Act here

www.legislation.gov.au

Sharing your information



Sometimes we might need to share your personal information with others.

We will only share your information:



- With our staff and volunteers who help run our programs.



- With other companies or people who provide services to us.

We will only do this if they agree to keep your personal information safe.



- When we have to by law.
- To keep you or others safe.

Your rights

You have rights about your personal information.



You can ask to

- See,
- Change,

the information we have about you.



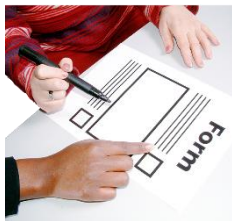
Talk to us if you have any

- Worries,
- Questions,

about how we look after your personal information.



You can ask us to update your information if your records at RASA are not right.



You will need to fill out the 'Request to Amend Record Form' to make changes to your information.

You can find the form here

www.rasa.org.au/about/privacy-and-client-records/



Complaints

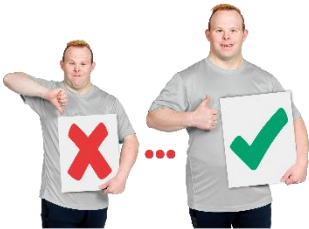


You can submit a **formal complaint** if you are worried about how your personal information is being looked after.

A formal complaint is an official way of speaking up about an issue or something that is upsetting you.



We take all complaints seriously.



We use complaints as an opportunity to

- Learn.
- Make our services and systems better.



Contact RASA for more information about making a complaint.

Our locations



RASA have 7 locations across South Australia.

Central - Adelaide

(08) 8223 4566

151 South Terrace, Adelaide SA 5000

Inner West - Hindmarsh

(08) 8245 8100

49a Ormond Street, Hindmarsh SA 5007

Outer West - Port Adelaide

(08) 8340 2022

Ground Floor, 8 Butler Street, Port Adelaide SA 5015

South - Marion

(08) 8377 5400

Level 5, Westfield Shopping Centre,
297 Diagonal Road, Oaklands Park SA 5046

North - Salisbury

(08) 8250 6600

Shop 7, Salisbury Cinema Complex,
Cnr James and Gawler Streets, Salisbury SA 5108

North - Elizabeth

(08) 8255 3323

13 Elizabeth Way, Elizabeth SA 5112

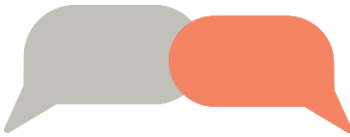
Riverland - Berri

(08) 8582 4122

9 Kay Avenue, Berri SA 5343



For more information about how we look after your privacy and personal information



- Contact our Client Records Officer.



inforequests@rasa.org.au



- Go to Relationships Australia SA website.



www.rasa.org.au

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