Privacy Policy

This document is written in an easy to read way.

We use pictures to explain some ideas.

The Department of Health Disability and Ageing wrote this document.

When you see "we" it means **the Department.**

Some words are written in **bold**.
These words are the name of something.
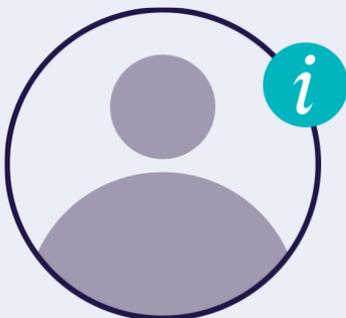
You can ask for help to read this document.

A friend, family member or support person can help you.

Privacy

This document is about how we get an look after information about you.

What is personal information?

Personal information is things about you like

- your name
- your age
- your gender
- your phone number
- your health needs

Where do we get your personal information?

We get information about you from

- You
- People in your family
- People who look after you

Sometimes other organisations give us information about you.

We get information about you
- In real life
- Over the phone
- Online

Why do we need your personal information?

We get information about you to make it easier for you to use our services.

We use information about you to
- Answer your questions
- Find out what support you need
- Make our services better

We only share your information with people and services who help us support you.

We only share information about you when you say it is OK, or the law says we have to.

You can remove your consent at any time.

Sometimes we may get information about people who support you.

We will only send information about you outside of Australia when you say it is OK or the law says we have to.

How do we keep information about you?

We keep information about you safe and private.

How can you change your personal information?

You can ask us to change the information we have about you.

You can tell us what you think about how we keep and use information about you.

How to contact My Aged Care

Call 1800 200 422

Visit the My Aged Care website:
www.myagedcare.gov.au

Post a letter to My Aged Care Complaints,
PO Box 1237, Runaway Bay, QLD 4216.

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