

Privacy Policy – Easy Read

We are dedicated to protecting your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles, ensuring that everyone handling this information adhere to our policy.

The kind of information we collect and hold securely



Your personal details such as your name, address, phone number and email. Also other personal information for general administration and to help us provide the support you need. Only staff with a clear need to see your records to do their job can access them.



Information you share with us about your background or experience. We may also collect sensitive information like your health, cultural background, or criminal history. We keep this extra safe



Payment details if you pay us or we pay you

How we collect personal information



Directly from you or your approved persons from your support network.



From publicly available information and from trusted organisations we work with to support you.

How we hold personal information



We protect your information using locked offices, passwords, and secure computer systems.

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How we use personal information



We keep personal information confidential and only used for the reason it was collected. We do not share your information to third parties unless you give us consent, or the law tells us to do so.



We sometimes share your information with trusted UK partners like our affiliate organisations to help with your care, safety, or legal needs. We only do this if you agree or if the law says we must. We make sure your information stays safe.



We will only send you updates or news from Key Assets Australia if you say it's okay. You can say no at any time

How to access or correct your personal information, or make a privacy complaint



If you want to see or change the information we hold about you, please contact Key Assets Australia via email feedback@keyassets.org.au. You can also contact Key Assets Australia to make a complaint if you feel we haven't followed the Australian Privacy Principles.