

# Your Privacy is Important!

## YOUR Rights and Responsibilities

- ❖ To have your personal information kept private and safe
- ❖ To have the information we know about you to be collected directly from you
- ❖ To know what information we collect about you and why
- ❖ To ask to see the information we collect about you
- ❖ To inform Open Doors when your information changes (such as address and phone number)
- ❖ To let us know if we have recorded the wrong information
- ❖ To be honest with Open Doors about your information
- ❖ To let us know if you don't understand any forms that you are asked to sign
- ❖ You do not have to give permission for Open Doors to talk about you with another service/person
- ❖ To be anonymous if you wish to be
- ❖ To be told as soon as possible if Open Doors needs to contact someone else about you to make sure that you are safe

## Open Doors Responsibilities

- ❖ To tell you when we are collecting information about you
- ❖ Only collect relevant information about you that is necessary to support you
- ❖ To keep all your information private, safe and secure so that other people can't access it.
- ❖ To not pass your information on to other people, unless we have your permission
- ❖ To get your permission before we pass your information on to someone else or another organisation, and only ask for this if it is in your best interest
- ❖ To contact someone if you we believe you need medical attention or plan to hurt yourself (such as the ambulance or mental health).
- ❖ To contact someone if we believe you are seriously planning to hurt someone else (such as police)
- ❖ To contact someone if we believe that you are being harmed by someone else (such as Department of Child Safety)
- ❖ To destroy all information about you when we no longer need it
- ❖ We will be honest and upfront with you about any decisions to contact someone about you. If we can't tell you straight away, we will tell you as soon as we can.