



Awen Case Management & Advocacy - Easy Read Privacy Policy

This is an easy read version of our Privacy Policy. It explains how we collect, use, and protect your personal information.

What is Personal Information?

Personal information is anything that tells us who you are. This includes your name, phone number, address, or details about your health and life.

How We Contact Each Other

1. Getting Your Information

- **We only ask for what we need:** We will only collect information that we actually need to help you.
- **We will tell you why:** We will always explain why we need your information.
- **Your choices:** You do not have to give us your information. However, if you choose not to, it might mean we cannot help you as well as we would like to.
- **Sensitive information:** If we need very private information about you, we will treat it with extra care and only collect it if you say it is okay.

2. Sharing Your Information

- **Following the rules:** We follow the law (the Privacy Act) when we share your information.
- **When we might share it:** We will only share your information if you say it is okay, if it is for the reason we collected it, or if the law tells us we have to.
- **Our staff:** Sometimes our staff need to see your information so they can do their jobs and support you.

3. Keeping Your Information Safe

- **High security:** We work hard to keep your information private and safe from people who should not see it.

- **Breaking the rules:** It is very serious if one of our workers shares your information without permission. They will get in serious trouble if they do this.
- **Throwing it away:** When we do not need your information anymore, we will destroy it safely.

4. Looking at Your Information

- **Seeing your file:** You can ask to see the information we have about you. In some situations, we may not be able to show you all of it.
- **Keeping it correct:** We do our best to make sure the information we have about you is true, complete, and up to date.

5. Stopping Messages (Opt-Out)

- **Saying no to offers:** You can tell us at any time if you want us to stop sending you messages about our products or offers, free of charge.

6. About This Document

- **Finding this policy:** You can ask us for a copy of this policy at any time. It is also on our website.
- **Updates:** We check this policy regularly to make sure it is still correct.

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