

MOIRA

Your Privacy Rights

Easy English

This document is an Easy Read version of MOIRA's full Privacy Statement available here

<https://moira.org.au/privacy-statement>



This book has some hard words.
The first time we write hard words

- the words are in **blue**
- we will write what the hard words mean.



This document is about how we

- manage your **personal information**
- respect your **privacy rights**.

Personal information is anything that you tell MOIRA about yourself.

This includes

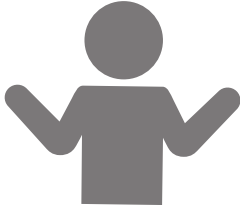
- your name
- your telephone number
- your address.

Privacy is your right to keep personal information secret.

Rights are all of the things that you can get, have and do as a person.

Your rights

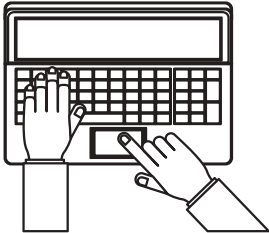
As a MOIRA client you have the right to know



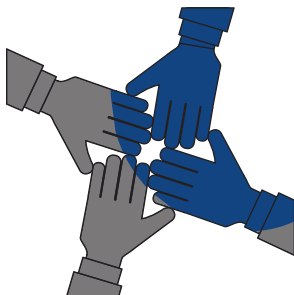
- why we collect your personal information



- what personal information we keep about you and correct this information if it is wrong



- how we use that personal information



- who we share that personal information with.

What information we collect



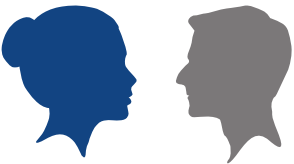
We will only collect personal information we need to provide you with our services.

This may include personal information such as your

- name and contact details
- health
- race
- religion.

How we get your personal information

We may collect information



- in person



- by telephone



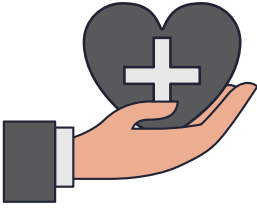
- by mail



- by e-mail.

Why we collect personal information

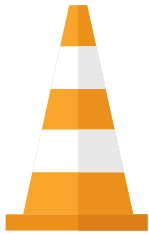
We collect and use your personal information to



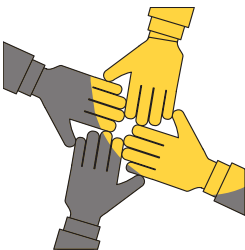
- provide services that meet your needs



- improve our services



- keep you safe



- work with other [service providers](#) to best support you

[Service providers](#) are the people you use to help you.



- meet MOIRA's [obligations](#) to government authorities.

MOIRA's [obligations](#) are the things that we must legally do.



If you do not want to share your personal information we will listen to your request.

If you do not give us your personal information this may stop us from being able to

- provide services to you
- tell you about important MOIRA updates
- respond to your inquiry or request quickly.



When you give us your personal information you may receive updates on other MOIRA services we think you may like.

We may contact you by

- mail
- telephone
- text message
- e-mail.



You can ask to stop MOIRA updates at any time by contacting us.

Sharing your personal information



We may share some of your personal information with

- third parties such as service providers, for example payment verification services
- Department of Health and Human Services (DHHS)
- National Disability Insurance Agency (NDIA)
- other places as requested for legal reasons and your safety including the police.

Security



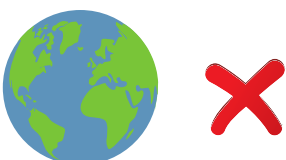
Your personal information is protected by Australian law.



We will make sure that your personal information is kept **private**.

When information is **private** it is not shared with anyone that should not be able to see it.

MOIRA ✓



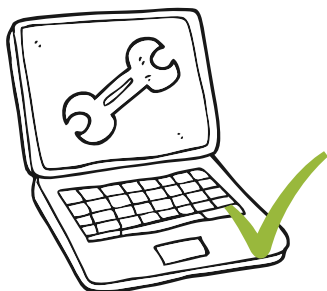
Only MOIRA team members and people we allow will see your personal information.



We will only keep your information for as long as we need it and no longer than is legally required.



If you wish to have your personal information deleted you may make a request in writing.



If the personal information we have is wrong you can ask us to fix this.



If there is a **data breach** we will
-not share any more information
-find out what went wrong.

A **data breach** means your information has been shared with people who were not meant to see it.

If the data breach is serious MOIRA is required to:



- contact the Australian Information Commissioner



- make changes so the same thing does not happen again

Contacting MOIRA



The MOIRA Privacy Officer can help you with any privacy questions or problems

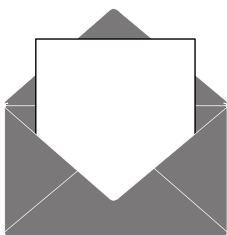
You can contact the MOIRA privacy officer by:



telephone -
8552 2222



email -
privacy@moira.org.au



mail -
MOIRA Privacy Officer
Level 3/42 Lakeview Drive
Scoresby
Vic 3179



If you are not happy with the response you can also contact the Australian Information Commissioner.

1300 363 992
enquiries@aoic.gov.au

Published July 2023

MOIRA may update this Privacy Policy at any time. Any changes will be published on our website here.

<https://moira.org.au/privacy-statement>



1300 666 472



hello@moira.org.au



moira.org.au