



Our Privacy Policy

What you need to know

Easy Read version V02 Jan-23



How to use this policy



Endeavour Foundation wrote this policy. When you see the word 'we', it means Endeavour Foundation.



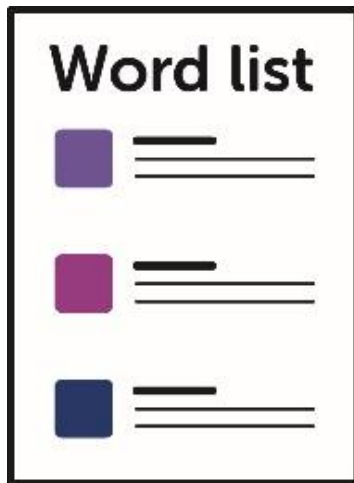
We wrote this information in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

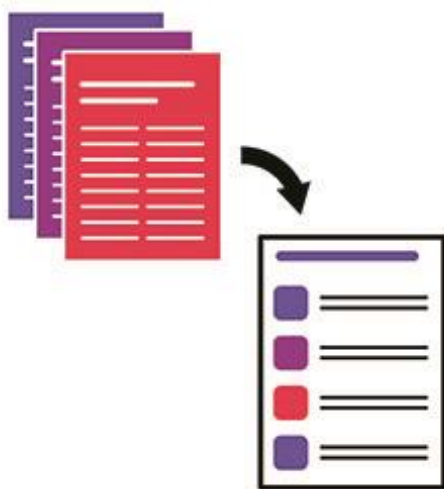
We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 15.



This Easy Read policy is a summary of another policy. This means it only includes the most important ideas.



You can find the other policy on our website at

www.endeavour.com.au/Privacy-Policy



You can ask for help to read this policy.

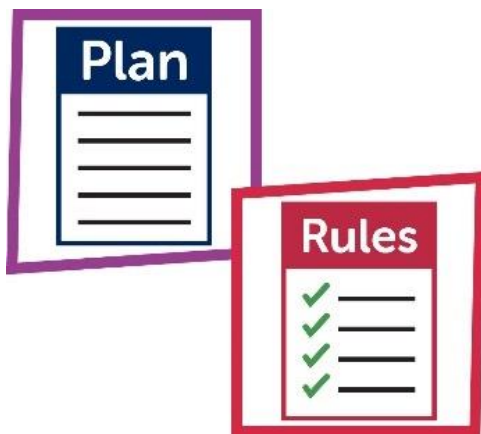
A friend, family member or support person may be able to help you.

What is a Privacy Policy?



Privacy means we must keep your information:

- private
- safe.



A **policy** is:

- a plan for how we should do things
- where rules come from.



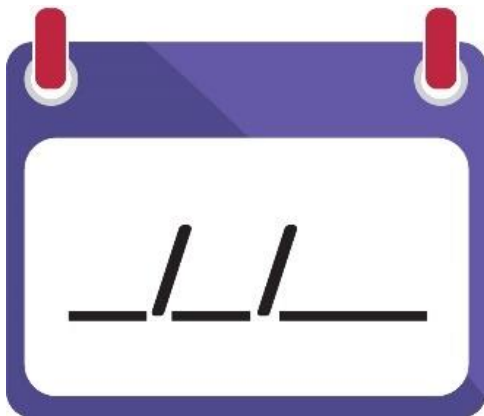
Our Privacy Policy tells you how we manage your personal information.

Personal information can include your:



Name

- name



- date of birth



- address



- phone number



- email address



- health information



- bank account details.



Our Privacy Policy is based on ideas from the *Privacy Act 1988* (Cth).

We call it the Privacy Act.



The Privacy Act is a law on how we should manage your personal information.

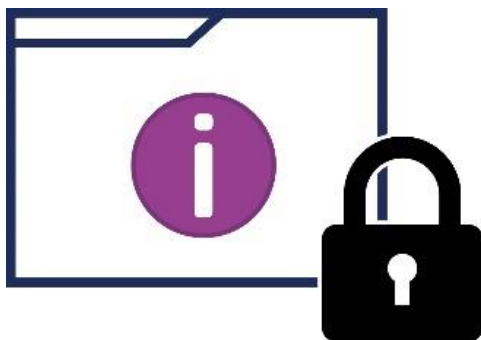
This includes how we:



- collect your personal information



- use your personal information



- store your personal information.

Keeping your information safe



We collect your personal information so that we can provide you with our services.



When we collect your personal information we will tell you:

- why we're collecting it
- how we're going to use.



Some of the information we collect might be **sensitive information**.



This is information about you that is very private or personal.

If we collect any sensitive information from you, we will:



- tell you why we need that information
- only use it for that reason.



We will tell you if another organisation has given us any personal information about you.



And we will ask for your **consent** before we give your information to anyone else.



If someone gives consent, they say it is ok to do something.

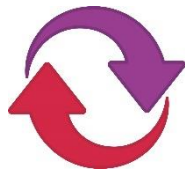
We will store your personal information in a safe way that protects it from being:



- used in the wrong way



- lost



- changed



- given to someone else without your consent.



We will show you what personal information we have about you when you ask to see it.



And we will make sure your personal information is up to date.

Questions or complaints



When you make a **complaint**, you tell us that something:

- has gone wrong
- isn't working well.

If you have any questions or complaints about our Privacy Policy, you can:



- tell someone you trust



- write a letter to

Endeavour Foundation

Privacy Officer

PO Box 3555

Tingalpa DC, QLD, 4173



- send an email to
privacy@endeavour.com.au

Word list

This list explains what the **bold** words in this policy mean.



Complaint

When you make a complaint, you tell us that something:

- has gone wrong
- isn't working well.



Consent

If someone gives consent, they say it is ok to do something.



Policy

A policy is:

- a plan for how we should do things
- where rules come from.



Privacy

Privacy means we must keep your information:

- private
- safe.



Sensitive information

Sensitive information is information about you that is very private or personal.