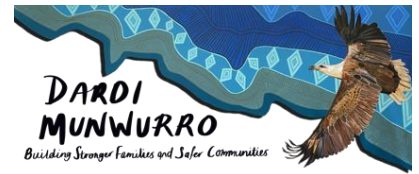


YOUR INFORMATION

IT'S PRIVATE



KNOW YOUR RIGHTS AS A CLIENT ENGAGING IN OUR SERVICES

Why is information collected and used?

Dardi Munwurro collects personal, sensitive and health information so we can:

- Support you and better understand your needs
- Plan, deliver, monitor and evaluate our services to you

Can I access my information you have on record?

Yes. You are entitled to access your personal information by making a request at any time through your case manager/support worker.

Dardi Munwurro will provide it in person, by mail or by email.

Dardi Munwurro may refuse a request by an individual to access their personal information if providing access would interfere with the privacy of others or breach confidentiality.

Where's all my information kept? And who can see it?

Dardi Munwurro is committed to protecting your personal and sensitive information. Dardi takes reasonable steps to ensure that personal and sensitive information is protected from misuse, loss and unauthorised access.

Your information is stored in a protected database that only case manager/support workers can access.

We will take the following steps when handling your information:

- Make sure we are sending it to right person by double checking the email address
- Store any hard copies of confidential information not being used in a secure cabinet or room
- Not leave documents containing personal information unattended on photocopiers, fax machines or printers
- Lock computer screens when left unattended
- Only print documents when absolutely necessary and Dispose of unneeded copies of information securely
- Limit taking hard copy information away from secure sites
- Secure information when travelling, e.g. in briefcase, folder.

We will only release information about you if you agree or if it is required by law.

Personal information will only be shared by Dardi in the circumstances described above. In order to minimise the risk of an unauthorised disclosure or privacy breach, Dardi staff will:

- Check with their manager before sharing confidential information if they are unsure
- Not use Internet-based file sharing software to share confidential information (e.g. BitTorrent, Dropbox).

Any other questions or concerns?

Please speak to one our staff if you have any other questions or concerns about your information, whilst you are engaging in our services.