

We start with you



Privacy statement



Easy Read

Easy English

This information is written in an easy-to-read way.

We use pictures to explain some ideas.

Some words are written in **bold**. We explain what these words mean.

You can ask for help to read this document.

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

You may not want to read this whole document at once.

There are 4 main sections.

You may like to read these 1 at a time.

About this guide

This guide explains:

- Why we collect your information
- We protect your information
- Sharing your information
- Making a complaint

Why we collect your information



We will talk to you and explain why we need your information.



We may need to ask you for your information that will help us to:

- confirm your identity
- find you work and support you whilst working
- connect you with other people who can help.



Sometimes we will ask you about your experience with us.

We use this information to improve the services that we provide to you and others like you.

We protect your information



We do everything we can to keep your information safe, true and complete.



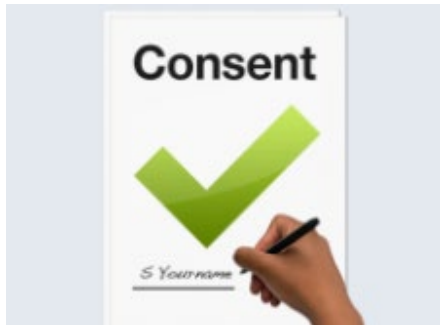
Our online systems have **secure** login and passwords which keep your information safe.

Secure means it is safe and not in danger.



We store your information in Australia, it is never sent overseas.

Sharing your information



We only use your information for the reason we collected it.



We may need to share your information to other people who will help us get you into work.



We don't share your information with companies that will try to sell you something.



We ask you to help us keep your information current. Please tell us when things change.

Want to make a complaint?



If you want to make a complaint,
contact our Privacy Officer:

Phone: 02 8281 2400

Email: integrity@coact.org.au