



Privacy & Confidentiality v 1.0

Your privacy is important to us

Elephant In The Room recognises that all our participants have the right to expect that they will be treated with dignity and respect; that their personal information will be protected by complying with national privacy principles regarding the collection, use and disclosure of their private information and their personal information will be kept confidential. EITR Privacy Notice is available in an accessible format for participants on our Website.

Elephant In The Room collects information in order to deliver programs and supports that are relevant to our participants. The information we collect allows EITR to provide the best possible service.

Elephant In The Room complies with the National Privacy Principles (NPPs). There are ten NPPs that regulate how we manage our participants personal information. The principles cover the collection, use and disclosure, security, accessibility to, as well as how to have information corrected if it is wrong.

EITR will only collect information with your signed consent. We support the participant to make an informed decision and provide a consent form in Easy English. If the participant is unable to provide consent we seek consent from the family/guardian/person responsible for decision making recognised under the law.





- ❖ Our participants personal information is only exchanged with other organisations with their consent and only in direct relation to the services provided. In some situations, it may be required by law to release information without consent. EITR may also disclose participants information if we believe it is necessary to prevent or lessen serious and imminent threat to the life, or health of the individual concerned or another person.
- ❖ Any support plans we develop belong to you. You have a right to access, update, correct or amend your personal information or support plan under the Freedom of Information Act.
- ❖ All information and support plans are kept within a secure network storage which is password protected. Staff may access only that data required to perform their role. Information is only kept for the duration of the service provided by EITR practitioners.
- ❖ Participants have the right to provide feedback about any EITR service, including making a compliment or complaint about the way their information is managed.

