

Protecting your privacy

Your personal information is private. We use this information to provide services to you or to link you with other services you ask us for. We also have to meet legal and funding requirements and any other purposes required or authorized by law. Under exceptional circumstances Catalyst may be required to disclose personal information (e.g. if you are at risk of harm or if someone else is at risk of serious harm). If this is required it is only done within the law and we will tell you about it. We may also use non-identifying information about you to plan our services, research into new ways of doing things, advocacy or strategic planning.

Catalyst Training and Disability Services **will not seek nor provide** personal information about you to any other party **without your consent**. A consent form will be provided to you which details information that will be exchanged before we provide any supports or services to you.

You have the right to:

- Ask to see the personal information held about you by Catalyst Training and Disability Services
- Ask that corrections be made to any information held about you which you believe is inaccurate or out of date
- A copy of your file

If you ask to see your personal information, we will wherever possible, provide you with access to your personal file. However, in some situations this may not be appropriate, for example, if providing access to information compromises the privacy of another person. If we decline your request to view your personal information you can:

- make a written complaint to office@catalysttds.com.au, or
- Make an application to view your information under the Freedom of Information (FOI) Act. Visit www.foi.vic.gov.au for more information.