

# This is a document about your privacy.

We have written this document in an  
easy to read way.

This Easy Read document is a  
summary of another document.

You can find the other document by  
clicking on the link here:

[EREA Privacy Policy \(PDF\)](#)

You can ask for help to read this document.  
A friend, family member or support person may be  
able to help you.

## **Organisations mentioned in this document.**

In this document we mention different organisations.

These are:

- **EREA which stands for Edmund Rice Education Australia.**
- **Xavier Flexi School Network.**

EREA is the main organisational body that includes all Flexi Schools. This includes Xavier Flexi School Network.

Under Xavier Flexi School Network is four schools:

- **The Centre Education Programme**
- **Inala Flexible Learning Centre**
- **Ipswich Flexible Learning Centre**
- **Townsville Flexible Learning Centre (includes Bowen and Burdekin outreach programmes)**

Each school is related to this document.

**Privacy means things we know about you  
and what we do with what we know.**

**You have a right to privacy. It is the law.**

**This document will tell you:**

- **What we may need to know about you.**
- **Why we use your personal information.**
- **How we get your personal information.**
- **How we keep your personal information safe.**
- **How you can access and change what we know.**
- **How to make a complaint.**

## **What we may need to know about you.**

**Your personal information tells us about:**

- **Who you are.**
- **Your name.**
- **Your contact details ie. where you live, phone number, email address.**
- **Your birthday or how old you are.**
- **What services or support you need.**
- **Health and medical information.**

**We will keep your information private.**

## **Why we need your personal information.**

- To provide you with services and support.
- To contact you.
- To send you information.
- To invite you to activities and events.

We will only share your personal information if you say **YES**.

Xavier Flexi School Network may share your information with other organisations because:

- They help us provide you with support and assistance.
- It aids in keeping you and others safe.
- We have to because of the law.

## **What we keep.**

Xavier Flexi School Network keeps personal information about different people.

For example:

- People who use our education services.
- Xavier Flexi School Network personnel (staff and volunteers).

## **How to get your personal information.**

We get personal information from you and sometimes from other organisations we work with.

**You can say yes** to us having your personal details.

**You can say no** if you do not want us to have your information.

**You can also give consent** for other people to give us your information.

If you say no, it might limit us in providing some services.

**Xavier Flexi School Network gets your personal information:**

- **By phone or email or in person when we meet you.**
- **When you fill out a form and give it to us.**
- **When it is given to us by another organisation you have contacted and who has asked us to help you, and you have said yes to us helping you.**

**If you are not sure the person you speak to is from Xavier Flexi School Network. You can call a school and ask to speak to that person.**

**The Centre Education Programme: 07 3808 6800**

**Inala Flexible Learning Centre: 07 3548 5800**

**Ipswich Flexible Learning Centre: 07 3447 9310**

**Townsville Flexible Learning Centre: 07 4724 9600**

**If you ever think you are speaking to someone who is not from Xavier Flexi School Network (when they have told you they are), do not tell them your personal information.**



## **How we keep your personal information safe.**

- We have security at our offices and people need a special pass or key to get in.
- All electronic files are kept in our database systems and people need a password to log into our computers.
- Only approved staff can see your information. All Xavier Flexi School Network personnel must sign a Confidentiality Agreement. The person who signs the Confidentiality Agreement agrees to keep any information they see private and safe.

## **How can you access and change what we know.**

You can ask for a copy of the information that we have about you.

You can ask us to correct any information that we have about you that is wrong.

If your personal information changes, please tell us so it is always correct.



## How to make a complaint.

You can tell someone if there is a problem.

This is called a complaint.

Everyone can make a complaint if something is wrong.

You can make a complaint by contacting us.

### Contact Us to Make a Complaint

Send an email to

[Xavier.complaints@ereafsn.edu.au](mailto:Xavier.complaints@ereafsn.edu.au)

Call the Centre and ask to speak to the Head of Campus

The Centre Education Programme	07 3808 6800
Inala Flexible Learning Centre	07 3548 5800
Ipswich Flexible Learning Centre	07 3447 9310
Townsville Flexible Learning Centre	07 4724 9600

Or tell a Xavier Flexi School Network staff member.