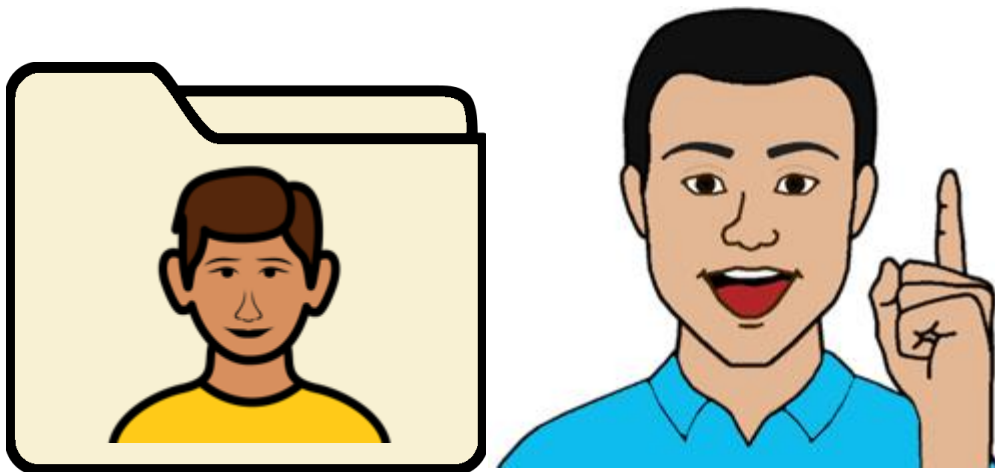




information
and privacy
commission
new south wales

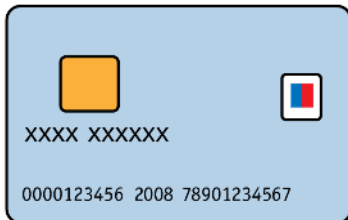


**Keep your information safe.
Ideas for you.**



You go to a place.

The staff ask about you.

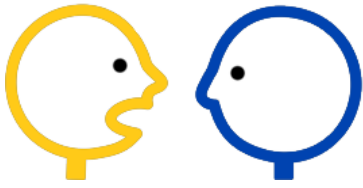


They may ask for things like

- your credit card number
- how old you are
- the country you were born.

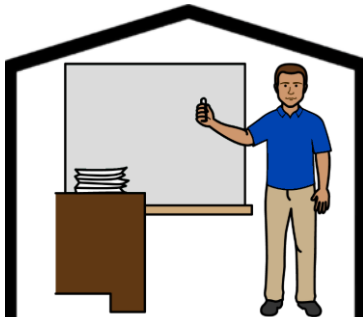


You may **not** want to say.



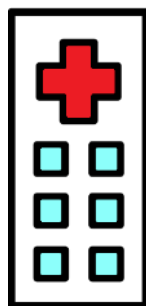
You have the right to ask them

- why they need to know
- how they keep it safe.



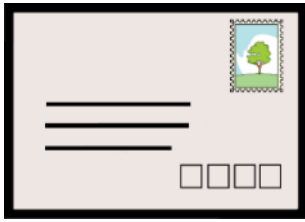
This may be at any place. Like

- your child's school
- your work place.

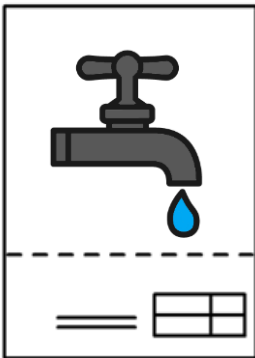


It may be

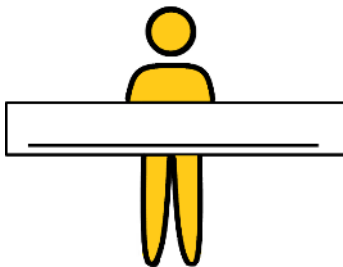
- a hospital
- the police
- Service NSW.



Your letters



You get a bill. Like for your water.



It has things about you on it. Like

- your name
- where you live.



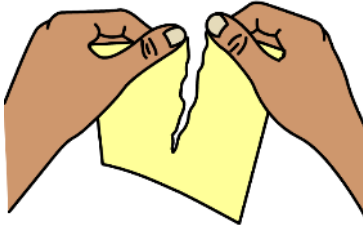
You pay the bill.



You want to throw the paid bill out.

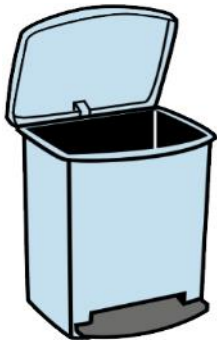
Wait

Do **not** put it in the bin.



Tear the paper into small bits.

You do **not** want people to read it.



Now put it in the bin.



You use

- apps
- websites



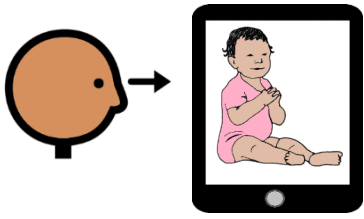
You use places like

- Facebook
- Instagram.



Think about what you post. Like

- photos of your child
- the name of your work place.



Lots of people may see it.

They are people you do **not** know.



They can do bad things with it.

Like they come to your work.

They say bad things to you. You feel scared.



You can lock your page.

Only your friends can see it.



You do this in **Settings**.

You may need help to do this.

Ask a person you trust.



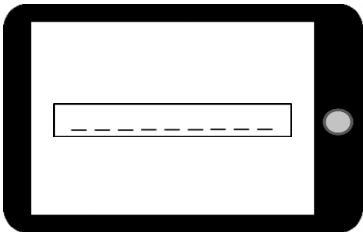
You use different websites. Like

- Service NSW
- online banking.



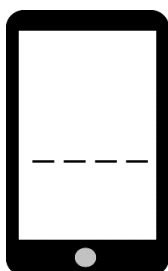
Ask a person you trust.

They can help you make them more safe.



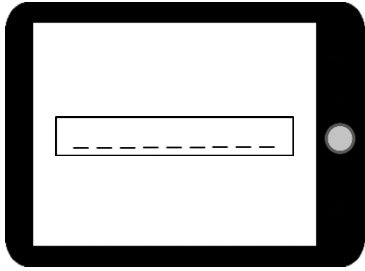
Like you use a pass word.

And



You get a code on your phone.

Only you get it. You type it on the website.



Your pass words



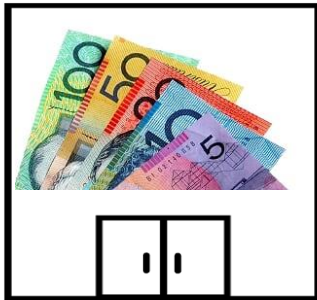
Do **not** tell other people your

- pass words
- PIN numbers. Like your bank PIN.

It is **your** secret number.



Your emails



You get an email. It looks real.

Like it may say it is from your bank.

It may have the bank logo on it.

But



It is a lie. They want to trick you.

It is **not** from your bank. We call it a scam.



They say they are your bank.

They may ask for your bank pass word.

Then



They take all **your** money.

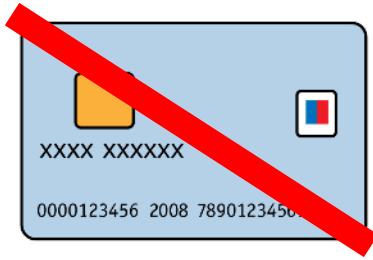


You get an email like this.

You think it is a scam.

Or

You are **not** sure. It may **not** be safe.



Do **not** send them things about you. Like

- your credit card number
- how old you are
- where you live.



Do **not** tap on things in the email.

Like links. These may be words in blue.

They take you to a different website.

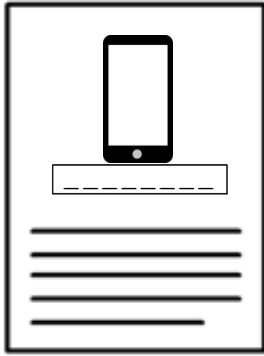


Call the place that sent the email.

Like the email says it is from your bank.

Call your bank.

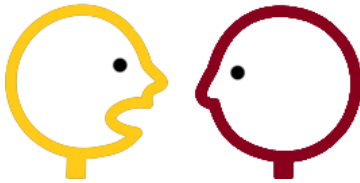
But



Do **not** use the phone number on this email.

Find a letter they sent you.

Get their phone number from the letter.



Ask them about the email. They can tell you

- the email is safe

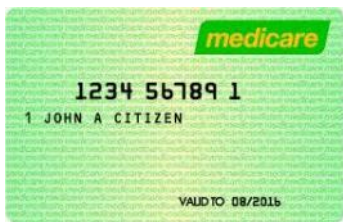
or

- the email is **not** safe.



You are online.

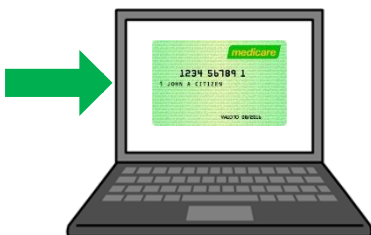
You send things about you.



Like you get a new job. You need to send ID.

Like a photo of your

- Medicare card
- drivers license.



They tell you how you must send it.

You may need to use their website.



Do this when you are home.

Use your own wi fi.

Or

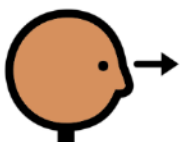


Do it on your phone. Use your phone internet.



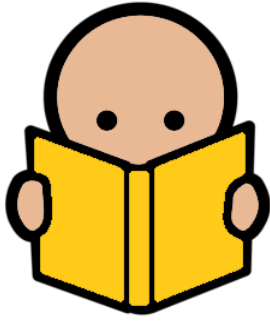
Do **not** use free wi fi. Like

- at a cafe
- at McDonalds.



Your information may **not** be safe.

Other people may see what you send.



You want to know more



We are the

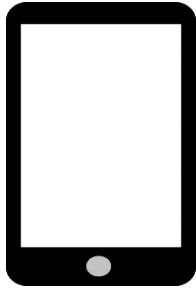
NSW Information and Privacy Commission.

We help keep your information safe.



We can help you

- know your rights
- know what the law means.



Call

1800 472 679.



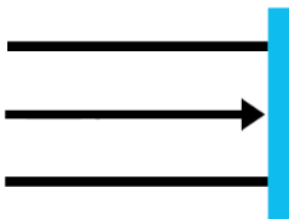
Email

ipcinfo@ipc.nsw.gov.au



Website

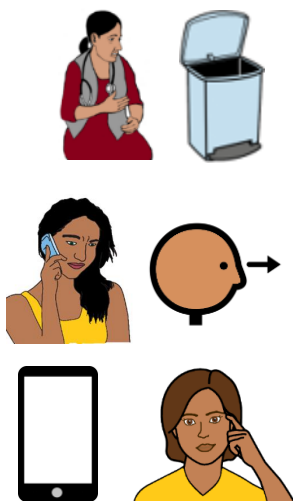
www.ipc.nsw.gov.au



This is the end of the fact sheet.

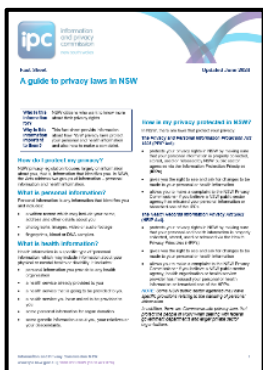
Images

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We can use the logos in this fact sheet.



This fact sheet is based on [A guide to privacy laws in NSW](#). NSW Information and Privacy Commission. June 2024.



Access Easy English wrote the Easy English. February 2025.