

## Will your information be disclosed to others?

The Benevolent Society will only disclose your personal information to any third party for the purposes outlined in this statement, or where it is professionally or legally required.

## What happens if you refuse to provide the information requested?

The Benevolent Society will only ask for information that is necessary for the purposes outlined in this statement.

You do not have to give us any of the information that we request from you, but it may affect our ability to provide you with a service.

## How do you request access to the personal information The Benevolent Society holds about you?

The Benevolent Society has appointed an Information Privacy Officer to ensure that your information is protected, accurate, up-to-date and complete.

You can request access to the personal information we have about you by writing, faxing or e-mailing us directly at the contact details overleaf.

Please also feel free to contact us if you have any further queries regarding our privacy policy.

### For more information contact:

Ken Allison

#### Information Privacy Officer

The Benevolent Society  
PO Box 171  
Paddington NSW 2021

t 02 9339 8000 (switchboard)

t 02 9339 8005 (direct)

f 02 9360 2319

e [kena@bensoc.asn.au](mailto:kena@bensoc.asn.au)

[www.bensoc.asn.au](http://www.bensoc.asn.au)

ABN 95 084 695 045

# Privacy Compliance Statement



the benevolent society

initiating change

## What is the Privacy Legislation?

In December 2001, the *Privacy Amendment (Private Sector) Act* came into effect.

It introduced 10 National Privacy Principles (NPPs), to regulate the way private sector organisations collect, use, keep secure and disclose personal information.

The Act gives individuals the right to know what information an organisation holds about them and to correct that information if it is out of date or inaccurate.

## The Benevolent Society's Commitment

The Benevolent Society is committed to protecting your privacy. This includes ensuring that:

- All information collected from you is required for the purpose of providing a service;
- Your personal information will not be passed on to other unrelated third parties; and
- Your personal information is securely stored, accurate and accessible for your review.

## Why does The Benevolent Society collect personal information?

The Benevolent Society will only collect personal information about you that we need to provide our services. Uses of this information include:

- Processing applications for service or assistance;
- Correct billing for the services we provide;
- Establishing and maintaining donor relationships;
- Ensuring effectiveness and appropriateness of our services and to assist with research and development of new programs and services; and
- Meeting Government funding, professional and legal requirements.

The Benevolent Society will collect information directly from you, unless it is not practical or reasonable to do so, or you have consented to us obtaining the information from someone else.

The Benevolent Society does not sell, loan or give away any information that we collect.

The Benevolent Society occasionally use mailing houses to communicate for the purposes listed in this statement and ensures that any third parties used comply with *The Commonwealth Privacy Act 1988*.

## What personal information does The Benevolent Society collect?

The personal information that we may ask for will depend on the type of relationship you have with The Benevolent Society, for example, whether you are a client, volunteer or donor. Examples of the types of information collected include:

- Your contact information such as name, address, e-mail address and phone number;
- Your financial details for payment of services; and
- Specific information directly relating to a service we provide, (eg. ethnicity to ensure a culturally appropriate service).

## How do we protect and store your information?

The Benevolent Society takes all reasonable measures to securely store your personal information either in an electronic or physical form.

Your information is stored in secured premises or in electronic databases that require passwords and logins. This protects your information from misuse, loss, unauthorised access, modification or disclosure.

All personal information that is no longer needed is destroyed.

“ The Benevolent Society is  
**committed**  
to protecting your privacy ”