

## Easy Read Privacy Collection Notice

This Privacy Collection Notice helps you understand how we look after your personal information if you are a client of The Benevolent Society. In this Privacy Collection Notice:

- **you** or **your** means you
- **we**, **us** or **our** means The Benevolent Society.



### **Your personal information is important.**

It is your right to know what we do with your personal information. In general, personal information is any information about you.



### **Who are you giving your personal information to?**

When you give your personal information to us, you are giving your personal information to The Benevolent Society.

The Benevolent Society is a charity that helps people with a disability, children, families, carers, and older people.

The Benevolent Society's Australian Business Number (ABN) is 95 084 695 045.



### **What personal information are you collecting about me?**

We collect information about:

- your name
- your date of birth
- the work you do
- how to contact you
- why you need our services
- what services we give you.

This might include information about your health and other sensitive information. It might also include information about your family and home life.



### **Where do we get your personal information from?**

We get your personal information from you and people who know you.

We might ask:

- you,
- the person who is responsible for looking after you,
- your guardian or carer, or
- someone who works with you, like your doctor.

Other people and organisations may have the right to give us your personal information. We will try to let you know when other people and organisations give us your information.



### **Why do we need your personal information?**

We need your personal information so we can:

- support you and provide services to you
- improve our services
- meet funding, professional and legal requirements
- keep people safe
- respond to your complaint
- provide information when the law says we must or lets us.

Sometimes we use your information to tell you more about our services. We might send you a newsletter. You can tell us if you do not want a newsletter.



### **What happens if we do not get your personal information?**

If we do not get your personal information, we may not be able to provide services to you. We will tell you what information we need to provide services to you. We will talk with you if we need more information.



### **Who do we share your personal information with?**

Generally, we will keep your personal information confidential. This means we will keep your personal information private.

However, it is important you know that we may need to share your personal information.

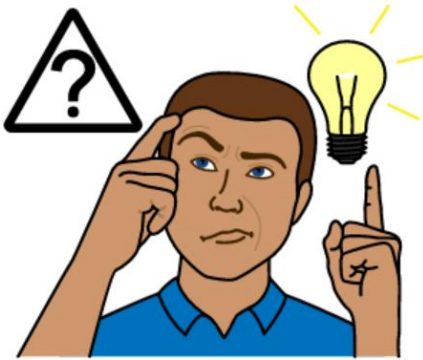
We may need to share your personal information with people and organisations who help us support you. You can talk to us about who we share your personal information with.

Sometimes we need to share your personal information to keep people safe, like the police or regulators like the NDIS Quality and Safeguards Commission.

Sometimes we will ask you if we can share your information with someone else, like a researcher. You can tell us if that is OK or not.

Sometimes we share your personal information if the law says we must or lets us.

We will be open with you about how we use and share your personal information so long as the law lets us and it is safe to do so. We must always follow the law when we share your information.



## How do we store your personal information?

We keep your personal information two ways.

If your personal information is in paper records, they are kept safely in our offices. Our offices have secure access. This means a person needs to have a special pass or be allowed to enter our offices.

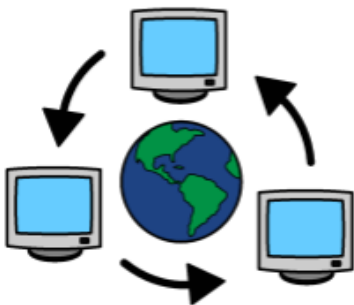
If your personal information is kept electronically, they are kept safely on our computers. The computers and computer programs we use have passwords and logins to keep personal information safe.

We normally destroy or de-identify your personal information when it is no longer needed. When we **de-identify** your information, it means no one will know it is about you.

If we share your personal information with people and organisations who help us support you, we will take steps to keep your personal information safe.

## Do we share your information overseas?

We don't share your personal information overseas unless it's part of a specific service, or if you say it's OK.



Sometimes we use social media like Facebook. It is up to you to decide whether you want to interact with us on social media.



### What other privacy rights do you have?

You have the right to see your personal information. This is called **access**.

You have the right to ask us to correct your personal information if you think the information is wrong.

You have the right to make a complaint about how we handled your personal information.

You can find out more about how we manage your personal information by reading our privacy policy. Our privacy policy can be found on our website - <http://www.benevolent.org.au/about-us/legal-and-privacy-policy>.

To make a complaint, contact us at:



PO Box 257  
Broadway NSW 2007



02 8262 3400



[privacy@benevolent.org.au](mailto:privacy@benevolent.org.au)

If you are still not happy with us, we can tell you who else you can speak to.

We welcome feedback. Please contact us if you have any feedback on how we are managing your personal information. It is important you speak up because your opinion matters.