

# Client Privacy Collection Notice - General

You are providing personal information to The Benevolent Society ABN 95 084 695 045 (we, us or our).

**Who do we collect your personal information from?** We generally collect your personal information directly from you. However, in some cases, we may receive your personal information from a third party (for example from your guardian/carer and/or authorised representative, medical and other health providers, government agencies and other non-government service providers). In these cases, we will take reasonable steps to ensure you are aware that we have collected personal information about you and the circumstances of the collection.

**Why do we collect your personal information?** We collect your personal information to:

- provide you with information and updates about our services.
- assess your eligibility for our services and determine how we can best help you.
- provide our services to you and in some instances, this will include health services.
- research, monitor and evaluate our services so we can continue to improve the quality and outcomes of our services as well as develop new services.
- advocate for the improvement of service quality and outcomes.
- meet our funding, professional and legal obligations in providing you with our services.
- process and respond to any complaint made by you.
- provide information to third parties as authorised or required by law.

Some of the information we collect is to satisfy our legal obligations including in some circumstances to enable us to discharge our duty of care. Laws governing or relating to our operation may also require certain information to be collected and disclosed, for example, child protection, mental health, and health or ageing laws.

**What would happen if we didn't collect your personal information?** Without your personal information we may not be able to provide the full scope of our services to you, respond to your complaint, improve our service to meet your needs and/or meet our funding, professional and legal obligations.

**Who are the types of bodies and persons to whom we usually disclose your personal information?** To achieve the best possible outcomes for your individual circumstances, we collaborate with others. In doing so, your personal information may be disclosed to:

- other government and non-government service providers
- medical and/or other health providers (including members of your treatment team, such as health providers involved in your diagnosis, care or treatment for any particular episode of care)
- our affiliates, subsidiaries and other related companies, and
- external professional individuals or organisations, in circumstances where a TBS employee is subject to external professional supervision or peer review.

We will only disclose your personal information as set out in this notice and our privacy policy or to third parties as authorised or required by law or a court/tribunal order. In all other circumstances, we will disclose your personal information only with your prior consent.

**Do we disclose your personal information overseas?** We do not disclose personal information outside of Australia. However, we do use cloud based data storage services and social media platforms (like Facebook and LinkedIn) to facilitate our business activities, who store information overseas in the United States and Singapore.

**Other useful information** Our privacy policy contains information about how you may access and correct your personal information, as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. It also contains other useful information. Our privacy policy is available on our website at [www.benevolent.org.au](http://www.benevolent.org.au) or email us at [privacy@benevolent.org.au](mailto:privacy@benevolent.org.au) for a copy. Please feel free to direct queries on our privacy practices to our Privacy Officer at:

M - PO Box 257, Broadway NSW 2007

T - 02 8262 3400

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