

Client Privacy Collection Notice

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

What personal information is being collected?

We collect your name, date of birth, contact details, profession/occupation and any other information about you, where it is relevant to determining your eligibility for services, or as necessary when we provide services to you. This may include information about your family and home life. This may also include information about your health and other sensitive information. You can usually choose whether or not to give us this information, unless it is necessary for providing our services to you.

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?

The reason we collect your personal information is to:

- assess your eligibility for our services and determine how we can best help you, and
- provide our services to you. In some cases, this will include health services.

How we use your personal information will depend on your relationship with us. We'll always make sure your personal information is used in a way that complies with the law. Other ways we may use your personal information include:

- to provide you with information and updates about the nominated service/s,
- to 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,
- to advocate for the improvement of service quality and outcomes,
- to meet our safety and safeguarding obligations,
- to meet our funding, professional and legal obligations in providing you with our services,
- to process and respond to any complaint made by you,
- to provide information to third parties as authorised or required by law,
- unless you tell us not to, to send you our newsletters,
- unless you tell us not to, to send you information and updates about other services of The Benevolent Society.

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. This may include obligations about safety and protection. Laws governing or relating to our operations and service delivery may also require certain information to be collected and disclosed; for example, health and service delivery laws relating to the service we provide to you.

If you have any questions about why we need any particular pieces of information we are asking you for, please ask the staff member you are dealing with.

Do we use Artificial Intelligence (AI)?

Yes. We may use AI systems, such as Microsoft Copilot, to support our operations. This may involve the use of personal information in AI systems to assist with tasks such as:

- Analysing and managing your personal information,
- Generating responses and recommendations based on your personal information,
- Creating summaries of interactions,
- Identifying service gaps or risks,
- Supporting research and evaluation,
- Enhancing accessibility (for e.g., text-to-speech, or translation),
- Improving client communication (for e.g.: tailoring communication to client preferences),
- To assist in staff supervision and service quality improvement.

Personal information will only be used in Benevolent approved AI systems:

- for purposes that are reasonably necessary for, or directly related to, our functions or activities.
- in a lawful and fair manner.
- in accordance with our legal, contractual and other obligations.
- in accordance with this collection notice and our privacy policy.

We do not input personal or sensitive information into publicly available AI systems due to privacy, security, confidentiality, regulatory, compliance and other risks.

We do not use AI systems in any way that would breach our contractual or legal obligations. In particular, where a funding contract or agreement prohibits or restricts the use of AI, we will take appropriate steps to help ensure our practices remain compliant with those terms.

Our use of AI systems is subject to human oversight and governed by our privacy and security safeguards. We take reasonable steps to ensure that outputs generated by AI systems are accurate, reliable, and are reviewed by authorised personnel. We maintain internal policies and procedures to govern the use of AI systems and regularly review their performance to ensure compliance with our privacy obligations.

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. We will need to assess this on a case-by-case basis.

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 funders, regulators and auditors,
- our affiliates, subsidiaries and other related companies,
- our employees, volunteers, contractors, suppliers or service providers for the purposes of operating our business, and
- external professional individuals or organisations, in circumstances where Benevolent or a Benevolent 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 routinely disclose personal information to overseas recipients. There may be some limited circumstances where such disclosure occurs, such as:

- to facilitate the provision of a service you have requested or agreed to, for e.g., post-adoption services,
- when you engage with us through social platforms which store personal information overseas,
- when you have explicitly requested us to communicate to you through a platform which stores personal information overseas.

In these situations, we cannot ensure that overseas organisations handle your information according to the Australian Privacy Principles. By you providing consent to the disclosure, you acknowledge and accept that we won't be accountable under Australian Privacy Principle 8.1 for how that information is handled by the overseas recipient.

Other useful information

Our privacy policy contains information about how we store your personal information, 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 or email us at privacy@benevolent.org.au for a copy.

Please feel free to direct queries on our privacy practices to our Privacy Officer at:

Chief Privacy Officer

PO Box 257, Broadway NSW 2007

T - 02 8262 3400

E - privacy@benevolent.org.au