

# **AMBULANCE SERVICE WELFARE FUND NOMINEES PTY LTD**

## **PRIVACY POLICY**

The Ambulance Service Welfare Fund recognises the importance of protecting your privacy. We are committed to ensuring the continued integrity and security of the personal information you entrust to us. We will collect and manage your personal information with a high degree of diligence and care.

Our aim is to comply at all times with the privacy laws (incorporating the National Privacy Principles) that apply to us. If you have a comment, query or complaint regarding a privacy matter, we encourage you to discuss it with us.

### **HOW WE HANDLE YOUR PERSONAL INFORMATION**

This statement explains the types of personal information we collect and how we handle that information.

#### **Collection**

We will only collect information necessary to our functions and activities. We will not collect information that we do not need. Usually we will ask for your name, date of birth, address, marital status and contact details (such as phone, fax and email) so we can communicate with you. If you provide it to us we collect your Tax File Number.

We do not collect certain types of information (such as ethnicity, trade or professional association membership or health) without your consent.

In most cases we collect personal information directly from you in a variety of ways – over the counter, by telephone, email, application forms or fax. Wherever possible we would prefer to collect our information directly from you, but we do obtain information from other sources such as employers and from publicly available information.

#### **Use and Disclosure**

We use the information you provide to enable us to process your applications. We also use the information to supply you with information about all of our products and services and those of our associated providers.

We may also use it for the Fund's internal purposes such as research and data reporting, and for assessing your future applications for services provided by us. We do not sell, rent or trade your personal information. Under no circumstances will information be sold to external agencies for marketing purposes.

We need to share your information with other companies in order to provide a service. Unless we tell you differently those companies do not have any right to use the information we provide to them beyond what is necessary for them to assist us.

Where required by law we provide information to Federal and State Government bodies including Australian Taxation Office and Centrelink. We respond to subpoenas, warrants, court orders or legal processes. We may also disclose information to our legal representatives.

### **Information Protection**

We take all reasonable steps to ensure your information remains secure, and to prevent unauthorised access to your information. Although we endeavour to ensure that all personal information kept by us remains accurate, we also depend on you to tell us of any changes to your details.

### **Access Rights**

The Ambulance Service Welfare Fund will allow you to access your personal information and you can correct it or explain something about which you disagree. We may refuse to disclose information if it would impact on another person's privacy, however we would only do so in situations where we are unable to de-identify that person.

We may deny access to your information if it would compromise legal, investigative and law enforcement activities or safety concerns. Access to commercially sensitive decision-making processes will be denied, however we will explain to you the reason for the decision.

Access may be denied if the request for access is frivolous or vexatious, or on any grounds we may if requested agree to the appointment of a mutually agreed intermediary who would be able to meet the needs of both parties.

A written request for access to your information may be sent to Ambulance Service Welfare Fund. We will respond to your request within 14 days. However, if there are any exceptional circumstances your request may take up to 30 days. We will inform you if there is a delay. Identification will be requested prior to any documentation or information being accessed.

### **Contact Us**

You can contact the Ambulance Service Welfare Fund by,

Email: [info@aswf.net.au](mailto:info@aswf.net.au)

Phone: (08) 8340 1800

Fax: (08) 8340 1811

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