

# Privacy at DUO Services Australia Ltd

*DUO is committed to protecting your privacy, keeping your information safe and ensuring the security of your data.*

**OUR PRIVACY POLICY:** complies with privacy laws which apply to our businesses and which set out standards for the management of personal information.

**OUR PRIVACY STATEMENT:** explains how we collect, use and protect your information. This statement outlines our personal information management practices, which are supported by our Privacy Policy. Specifically:

- The kinds of personal information we collect and hold;
- How we collect and hold it;
- The purposes for which we collect, hold, use and disclose it;
- Your right to access and seek correction of it;
- How you may complain about privacy matters; and
- Our sharing of your personal information with third parties (including other organisations).

## Why do we collect, hold, use and disclose personal information?

When we collect, hold and use your personal information, we do so primarily for the purposes of providing you with your services, obtain feedback from you, otherwise manage our relationship with you, or to promote to you and improve on the range of our offerings. For example:

- To learn of your likely preferences so that we may promote services to you in a way which may be of most interest to you; and
- To assist in investigating your enquiries, feedback or complaints.

We may also disclose personal information we collect for purposes which are incidental to the services to you. For example, we may disclose your personal information to our contractors or other service providers who assist us in our day-to-day business operations, or to Government or other funding bodies.

We may also share your information to assist us in our business operations with our parent company, Life Without Barriers (LWB).

We may collect, hold, use and disclose your personal information for other purposes which are within reasonable expectations or where permitted by law.

When marketing to you, your personal information is only ever used or disclosed for DUO's or LWB's own purposes. You may opt out of our direct marketing at any time by contacting us.

## What information do we collect and hold?

The personal information we collect and hold is what is reasonably necessary for our business functions and activities. When we collect and hold personal information, it is of the following kinds:

- Your personal details such as your name, address(es), telephone number(s), age and gender, health records and financial details;
- Your customer reference number which is linked to your personal details.

## How do we collect and hold personal information?

When we collect personal information about you, we do so by making a record of it, generally through electronic means. We do this when:

- You register with us (for example to create an account to access services for Aged Care, National Disability Insurance Scheme or Department of Veteran Affairs);
- You communicate with us online via email or by facsimile; and/or
- You take part in our surveys and focus groups.

Most of the personal information we collect and hold about you is from your direct dealings with us. We may sometimes collect your personal information other than from you directly. For example from our contractors or other suppliers who, in common with us, have a relationship with you, or from Government.

Personal information we hold is generally stored in computer systems. In all cases, we have rigorous information security requirements aimed at eliminating risks of unauthorised access to, and loss, misuse or wrongful alteration of, personal information.

## How can you enquire about, access and correct your personal information?

We will provide you with a copy of your personal information we hold (except in limited circumstances recognised by law). If you wish to access your personal information or have an enquiry about privacy, please contact us on 6287 2870.

## How do I make a privacy complaint?

If you are dissatisfied with the way we are handling your personal information, you can lodge a complaint with us and we will make every effort to resolve the situation to everyone's satisfaction.

If you do not receive a response within 30 days or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) by phone on 1300 363 992 or [oaic.gov.au](http://oaic.gov.au)

***For our full Privacy policy, please refer to SP0480 Privacy & Confidentiality.***