

RSL LIFECARE PRIVACY COLLECTION STATEMENT

In the course of your dealings with us, RSL LifeCare Limited ABN 43 000 048 957 trading as RSL DefenceCare (**RSL, we, us, our**), we may collect personal information about you.

The types of personal information we collect will generally include your contact details (such as name, address, email address and phone number) and other information that we require to respond to your enquiries or to provide our services to you. This information may include health information and other types of sensitive information such as your financial information, military service records, professional and trade memberships and family circumstances.

RSL provides a wide range of services intended to support Australian veterans and their families. These services include support to gain housing assistance, financial assistance and counselling. Due to the range of these services, the types of personal information we collect about you will vary. For example, if RSL provides you services in relation to housing assistance we may collect information about your employment status, marital status and details about your family, records of military service, financial details, living situation and other sensitive information about you such as your health records which may affect your financial and housing requirements.

We will generally collect your personal information from you, but at times we may also collect and share your information from others. For example, we may collect medical records from your previous or current health care provider in connection with providing our services to you such as assisting you with a claim from the Department of Veteran's Affairs. In addition, we may collect information from government authorities (such as Centrelink, the Department of Housing or the Department of Veteran's Affairs), other third party services providers who you engage or provide services to you, your family or authorised representatives and where we are otherwise required or authorised by law.

Some of the information we collect is required by law. Generally, we will inform you of the particular requirement to collect this information at the time we collect or require the information that is required by law. If you do not provide us with the information we request, RSL may be unable to continue to or otherwise provide you with the services that you seek.

We may use, disclose and share your personal and sensitive information as part of managing and providing our services to you and for other directly related purposes that you would reasonably expect. For example, we may disclose your personal information to our service providers who assist us to provide our services to you, or we may disclose your personal information to a government body on your behalf where we are providing services to you. In addition, we may use and disclose your personal information and sensitive information for other purposes with your consent, or where otherwise required or authorised by law. Generally, all recipients are located in Australia, but we may make disclosures to overseas recipients where required or permitted by law.



RSL DefenceCare
Always there

If you provide us with personal information about another person, you represent, and we collect it, on the basis that you have that person's consent for us to collect and handle their personal information in accordance with this privacy collection statement.

Our Privacy Policy at <https://rsllifecare.org.au/privacy/> includes additional information about the way we handle personal information, including how to seek access or correction of your personal information, and how to complain if you believe we have breached our privacy obligations and how we will handle your complaint.

I have read and understand the privacy collection statement above. I consent to the collection, holding, use and disclosure of my personal and sensitive information by RSL LifeCare Limited ABN 43 000 048 957 trading as RSL DefenceCare (and its related bodies corporate) as set out in this statement.

Signed

Date

For further information you may also contact our Privacy Officer:

By email at privacy@rsllifecare.org.au

By telephone on 1300 232 564

By mail to Privacy Officer, Level 5 / 120 Pacific Highway, St Leonards NSW 2065.