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## Privacy Policy (Easy English Version)

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The National Assistance Card recognises the importance of privacy.

We are committed to protecting your personal information.



This Privacy Policy applies to everything you do with the National Assistance Card.

We assume that you agree with this policy every time you:



- Use the National Assistance Card website



- Write to the National Assistance Card Service



- Talk to a National Assistance Card Service staff member



# NATIONAL ASSISTANCE CARD

## What Personal Information Does the National Assistance Card Service collect?

The National Assistance Card Service only collects personal information that it needs.

Name  
\_\_\_\_\_  
Address  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Phone Number  
\_\_\_\_\_

For example, if you apply for a Card, we may collect your:

- Name
- Contact details
- Date of birth
- Information about your brain injury



If you fill in a National Assistance Card survey we may collect your:

- Name
- Contact details
- Survey responses



If you work for the National Assistance Card Service, we may collect your:

- Name
- Contact details
- Position in the organisation

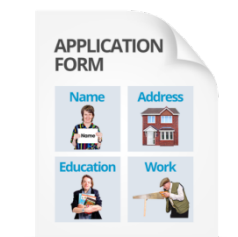


# NATIONAL ASSISTANCE CARD

If you subscribe to a National Assistance Card Service mailing list or attend an event organised by the National Assistance Card Service, we may collect your:



- Name
- Contact details
- Job title
- Areas of interest
- What you do with National Assistance Card



If you apply for a job with the National Assistance Card Service, you will give us personal information in your job application.



If you apply for a job at the National Assistance Card Service but do not get it, the National Assistance Card Service will get rid of the information you gave us within 6 months.



# NATIONAL ASSISTANCE CARD

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## How Does the National Assistance Card Service Collect Personal Information?



The National Assistance Card Service will ask you for any personal information we need from you if we can.



Sometimes we might receive personal information from someone else.



We will try to let you know when we are getting information from someone else.

## Why Does the National Assistance Card Service Collect Personal Information?



The National Assistance Card Service collects personal information that we need to do what we are meant to do.



We only use personal information for the reasons you gave it to us, or other legal reasons.



# NATIONAL ASSISTANCE CARD

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## Clinical and research information collection



The National Assistance Card Service may collect medical information to provide you with a Card.



Medical information is stored securely.

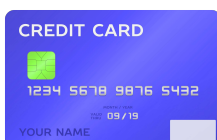


Sometimes we may use some information from you to do research.



This information is de-identified. That means no one knows the information is about you.

## Credit Card and Bank Account Details



If you are paying the National Assistance Card Service for something, we may collect your:

- Credit or debit card information or
- Bank account information



# NATIONAL ASSISTANCE CARD



This information will be deleted once the payment to the National Assistance Card Service has gone through.

## How Does the National Assistance Card Service Use Your Personal Information?



Generally, it will be clear why the National Assistance Card Service is collecting your personal information.



We may collect information:

- To get to know you
- To give you what you paid for, for example your National Assistance Card



- To decide whether we are doing a good job, or could do better



- For the reasons you gave it to us, or other legal reasons.



# NATIONAL ASSISTANCE CARD

## Where Does the National Assistance Card Service Store The Personal Information Collected?



Most of the information that the National Assistance Card Service collects is held in Hobart, Tasmania.

Some information is held securely in other places in Australia by the people who manage our website.



This includes information collected on computers and on paper.

## When Does the National Assistance Card Service Disclose Personal Information?



Sometimes the National Assistance Card Service might share personal information with other people or professions, for example Police.



We may do this if:

- It is necessary to do what you have asked us to do
- Someone else takes over what the National Assistance Card Service does for you
- Someone wants to check that the National Assistance Card Service is doing things right
- We will try to let you know when we are sharing information with someone else.





# NATIONAL ASSISTANCE CARD

## How Does the National Assistance Card Service Make Sure Your Personal Information Is Correct?



We try to make sure that all personal information is accurate and up to date.



You can help us make sure information is up to date by letting us know if any of the details are wrong or have changed.

## How Does the National Assistance Card Service Keep Your Personal Information Secure?



The National Assistance Card Service does its best to make sure your personal information is safe.



Information that is sent through the internet is never 100% safe.

The National Assistance Card Service is not responsible for any privacy issues that happen when information is sent through the internet.



The National Assistance Card Service is not responsible for any privacy issues that happen on websites that are linked on the National Assistance Card Service website.





# NATIONAL ASSISTANCE CARD

## How Can You Access And Correct Your Personal Information Collected by the National Assistance Card Service



You have the right to access your personal information held by the National Assistance Card Service.



If you want to see your personal information, please write, email or phone the National Assistance Card Service and ask to access the information.

## Does the National Assistance Card Service Use Your Personal Information For Marketing And Business Development Purposes?



The National Assistance Card Service may use your information to:

- Decide how we can do things better
- Invite you to things run by the National Assistance Card Service



Please let us know if you do not want to receive emails like that from the National Assistance Card Service.



# NATIONAL ASSISTANCE CARD

## Updates to this Privacy Policy



This Privacy Policy will be updated sometimes.

Updated versions of this policy will be published on our website.



The National Assistance Card Service may not let you know if the Privacy Policy has changed so you should check our website every now and then.

## Making a Privacy Complaint



Your privacy is important.

If you don't like the way the National Assistance Card Service has used your personal information, please:



- Think about what you want the National Assistance Card Service to do differently



- Ring the National Assistance Card Service on FREECALL 1300 242 827



The National Assistance Card Service will try and fix the problem as quickly as possible.

If you do not think that the National Assistance Card Service has fixed the problem, you can make a complaint by:



# NATIONAL ASSISTANCE CARD



- Filling out a complaints form on the National Assistance Card Service website ([www.nationalassistancecard.com.au](http://www.nationalassistancecard.com.au))



- Contacting the National Assistance Card Service (FREECALL 1300 242 827 or [enquiries@nationalassistancecard.com.au](mailto:enquiries@nationalassistancecard.com.au))



If you think the National Assistance Card Service didn't do a good job fixing the problem you can tell the Australian Information Commissioner by ringing 1300 363 992.

## For more information



If you have any questions about this Privacy Policy, please contact the National Assistance Card Service (FREECALL 1300 242 827 or [enquiries@nationalassistancecard.com.au](mailto:enquiries@nationalassistancecard.com.au))



The National Assistance Card Service also uses the Brain Injury Association of Tasmania Privacy Policy when deciding what to do with personal information.



It is important to read the Brain Injury Association of Tasmania's Privacy Policy to fully understand the National Assistance Card Service Privacy Policy.



There is more information about privacy issues in Australia on the Australian Information Commissioner's website (<http://www.privacy.gov.au>).