

Privacy Notice and Consent Notice

We want you to understand how we receive your personal information and what we do with your information for the **Temporary Visa Holders (TVH) Experiencing Violence Pilot**. Personal information is information about you that can identify you.

Who is collecting the personal information?

Australian Red Cross Society ('Red Cross')

(ABN) 50 169 561 394

Why do we need your personal information?

The primary purpose for requesting your personal information is so that we can respond to your request for support, check your eligibility and provide services to you. If we do not get your personal information, we might not be able to confirm your eligibility or provide services to you.

We might also use your information so we can work with another organisation to support you or to ask them to support you. Sometimes, we may use it to contact you, or the person you have asked us to contact on your behalf in an emergency.

The secondary purpose for collecting your information is to contact you in the future, with your permission, for the purposes of service improvement, research, promotion and /or evaluation.

Where will we get your personal information from?

We ask you to give us your personal information. Sometimes other people and organisations may give us your personal information, including organisations that are supporting you already. This is so we can support you and so you don't have to share your information twice.

What information do we collect?

Personal information that can identify you, such as your name, date of birth, gender, contact information, visa status, bank account information, health information or other information connected with your history or relationship to Red Cross and the services we provide.

Who will we share your personal information with?

If you apply for financial assistance from the **Temporary Visa Holders (TVH) Experiencing Violence Pilot**, with your permission, we may share your personal information, including contact details and information regarding your immediate crisis, with people and organisations that can support you or help us support you. If you are concerned about this, you can speak to us.

Sometimes we may need to share your personal information to keep you or other people safe. Red Cross may need to share safeguarding information to:

- Prevent death or serious harm.
- Coordinate effective and efficient responses to a threat of harm to you or other people.
- Enable early interventions to prevent the escalation of risk.
- Prevent abuse and harm that may increase the need for care and support.

Do we share your information overseas?

We do not share your personal information with anyone overseas.

How do we store your personal information?

We only keep your personal information for as long as we need to, or we are required to by law.

Your rights and the information Australian Red Cross have about you.

Your personal information is protected by law, including the *Privacy Act 1988* and Australian Privacy Principles. You can visit the [OAIC website](https://www.oaic.gov.au) for more information: <https://www.oaic.gov.au>.

You have the right to ask for access to your personal information.

You have the right to ask us to correct your personal information if it is incorrect.

You have the right to make a complaint to Red Cross.

Access and correction

If you have any concerns regarding your personal information – please contact us via telephone (1800 733 276) or via email: privacy@redcross.org.au.

Complaints

Information about how to make a complaint about the handling of your personal information is also in the [Red Cross Privacy Policy](#). You can also complain directly to the Privacy Commissioner at www.oaic.gov.au

Resources

The Red Cross Privacy Policy sets out the principles that Australian Red Cross must follow when handling Personal Information, to ensure compliance with its obligations under the *Privacy Act 1988 (Cth)* and other applicable laws, regulations, industry standards and contractual obligations.

You can find out more by reading the Red Cross Privacy Policy www.redcross.org.au/privacy.

Consent

I _____ (or my guardian / custodian / carer) have been told how Red Cross will collect, use, and share my personal information. I agree and consent to my personal information being collected, used, and shared, so Australian Red Cross and other people or organisations can support me and provide services to me, including under the **Temporary Visa Holders (TVH) Experiencing Violence Pilot**.

I also understand that I can change my mind and tell Australian Red Cross not to use or share my personal information. I understand that if I withdraw my consent, Australian Red Cross might not be able to provide support or services to me.

Signature

Date

If this consent form is not provided in a written language that I can understand, then this form has been translated into _____ by _____ who is a person I have nominated or is an accredited interpreter in Australia. Reference No _____.

Verbal consent (Client is not able to sign)

I, _____ (name of agency worker) of _____ (agency name), have read out this Privacy Notice to the person named above. I am satisfied that the person named understands the notice, and agrees to their personal information being collected, used and shared in accordance with this notice.