

**THE RETURNED AND SERVICES LEAGUE OF AUSTRALIA  
(NEW SOUTH WALES BRANCH)  
PRIVACY STATEMENT**

We recognise the importance of your privacy and are committed to protecting personal information about you, which we hold. This privacy policy describes how we manage your personal information and safeguard your privacy.

**1. Collecting personal information about you**

We only collect personal information that is necessary for us to perform our functions.

The kinds of personal information we hold about you.

The kinds of personal information we collect and hold about you will depend upon the type of services requested. However, it may include:

- Information you give us when you apply for membership or request a service from us;
- Information you give us when you apply to become a volunteer or staff member (for example, information about you received from the referees which you nominate); and
- Communications between us and you.

**2. Using and disclosing your personal information**

The purposes for which we collect and hold personal information and how we use and disclose it

We respect your privacy. We will only use or disclose your personal information for the purpose for which you provided it to us, unless we have your consent or it is required or authorised by law.

We may disclose your personal information to:

- Commonwealth, State And Territory Departments and statutory bodies;
- Organisations to whom we outsource functions, such as information technology functions;
- Otherwise as you have consented; and
- Otherwise as required or authorised by law.

Contracting out services and disclosures

We contract out some of our functions (such as information technology services) to external service providers. We may disclose your personal information to these service providers but only so that they can provide the services that we have contracted out to them.

**3. Access to your personal information**

In most cases, you can gain access to personal information that we hold about you. All requests for access to your personal information will be handled by our privacy access officer, who can be contacted by writing to the address set out below.

We will deal with all requests for access to personal information as quickly as possible. Requests for a large

amount of information, or information which is not currently in use, may require further time before a response can be given. In some cases, consistent with the National Privacy Principles, we may refuse to give you access to personal information we hold about you. This includes circumstances where giving you access:

- Would have an unreasonable impact on other people's privacy;
- Would prejudice negotiations we are having with you;
- Would prejudice an investigation of unlawful activity; or
- Would prejudice activities carried out by, or for, a law enforcement agency.

If we refuse to give you access we will provide you with reasons for our refusal.

Generally, if you request us to do so we will amend any personal information about you held by us which is inaccurate, incomplete or out of date. If we disagree with you about the accuracy completeness or currency of a record of your personal information held by us, we will take reasonable steps to associate with that record a statement to the effect that you claim this to be the case, if you request us to do so.

4. **What to do if you would like more information about how we manage your personal information or wish to complain about a breach of your privacy.**

You can get more information about the way we manage personal information about you which we hold by contacting us by writing to the postal address set out below.

If you are concerned that we may have breached your privacy and wish to make a complaint, please contact us by writing to the postal address set out below.

5. **Changes to our privacy policy**

From time to time it may be necessary for us to review and revise our privacy policy. We reserve the right to change our privacy policy at any time.

We may notify you about changes to this privacy policy by posting an updated version on our Website.

Contact details for the organisation:

Mr Glenn Kolomeitz  
Privacy Officer  
Returned and Services League of Australia  
(New South Wales Branch)  
ANZAC House  
245 Castlereagh Street  
SYDNEY NSW 2000  
Fax: 9264 8466