



Your Privacy

Introduction:

Metro Assist is committed to protecting your personal information and privacy. We collect personal details to help us provide services, meet legal requirements, and improve how we support you. This notice explains how we collect, use, and protect your personal information.

Why we collect your information:

We collect your personal information to provide you with the services you need, such as advice, support, and referrals to other services. We also use this information to assess eligibility for services, improve our services, comply with legal obligations, and report to our funding partners.

What information we collect:

The types of information we collect may include:

- Personal details such as your name, address, phone number, and date of birth.
- Sensitive information like health details, financial information, or other personal circumstances.
- Any other information relevant to the services we provide.

How we collect your information:

We collect information directly from you through forms, emails, phone calls, or face-to-face meetings. We may also collect information from other sources with your consent or where required by law.

What happens if you do not provide information:

While Metro Assist recognises your right to remain anonymous in assessing some services, however, if you choose not to provide us with certain personal information, it may limit the services we can offer or prevent us from assisting you. In some cases, we may not be able to provide you with the support you need.

How we use your information:

We use your personal information for the following purposes:

- To deliver and manage the services we provide.
- To communicate with you about your service and send reminders or updates.
- To meet our legal, contractual, and reporting requirements.
- To improve our services and ensure they meet your needs.
- To send information that may be of interest to you, such as service updates or events (with your permission).

Sharing your information:

We may share your information with third parties, such as government agencies, service providers, or auditors, who assist us in providing our services. We will only share your information when

necessary and will seek your consent first unless there is a serious reason to do so, such as preventing harm to your health or safety.

How we keep your information safe:

By Law, we must comply with the Privacy Act 1988. We take reasonable steps to protect your personal information from loss, misuse, or unauthorised access. Your information is stored securely, and we only keep it for as long as necessary or as required by law. We regularly update our systems to ensure they remain secure.

Your rights:

You have the right to:

- Access the personal information we hold about you.
- Request corrections to any incorrect or outdated information.
- Opt-out of receiving promotional materials or updates.

If you have any concerns about your personal information, you can contact us at the details below. If you are not satisfied with how we handle your privacy, you can also lodge a complaint with the **Office of the Australian Information Commissioner**.

Contact us:

- **Email:** metroassist@metroassist.org.au
- **Phone:** 02 9789 3744
- **Postal Address:** PO Box 503, Campsie NSW 2194

For more information about privacy rights, you can visit the **Office of the Australian Information Commissioner** at www.oaic.gov.au.