



Welfare & Benevolent Institution

Private Information Protocols

To protect your rights under the *Privacy Amendment Act (Private Sector) 2000*, the Institution has introduced the following Protocols.

INFORMATION COLLECTION

Before the RSL Welfare & Benevolent Institution (W&BI) can record your private information to assist in dealings with the Department of Veterans' Affairs (DVA), Veterans' Review Board (VRB), Administrative Appeals Tribunal (AAT) or any organisation/Institution it must first have your authorisation to record that information. You will by now have been requested to complete three documents.

1. RSL Authority Form.

This is a document advising the DVA of appointment of the RSL NSW Branch to act on your behalf in regard to any pension claim or other dealing with that department.

2. Consent to DVA Disclosing Personal Information to Ex-Service Organisations.

This form together with the RSL Authority Form is presented on one sheet of paper. When completed and duly signed by you this form provides authorisation to the DVA to disclose personal information relevant to your claim or appeal to the RSL. Relevant information is determined by the box/es ticked on the form.

3. Freedom of Information – Application for Access to Documents.

This is a DVA form completed by you in conjunction with your RSL Advocate to access your service and medical records.

INFORMATION STORAGE

Information collected by the RSL by way of the completed forms, accessing your service and medical files held by DVA, letters from medical professionals and interviews with authorised personnel, is collected and retained in a manila file. Basic information for ready reference is maintained on our in-house computer server with individual Advocates Pass Word protection. The physical file is maintained under secure conditions until your case is finalised with no further appeals registered.

INFORMATION DISCLOSURE

The information collected will be used only for that purpose specified on the form **Consent to DVA Disclosing Personal Information to Ex-Service Organisations**.

The information will not be disclosed for a secondary purpose unless that purpose is one the Institution believes you would reasonably expect the information to be used for that secondary purpose.

ACCESS TO PERSONAL INFORMATION

Private information will be made available, at no cost to you, on request within normal office working hours. (0830 – 1600).

In the event an applicant no longer wishes to be represented by RSL, information will be provided to the new representative only on written and signed instructions of applicant.

CORRECTIONS TO INFORMATION

Reasonable steps will be taken, on request, to correct inaccuracies in information or append an explanation.

SENSITIVE INFORMATION

No information is recorded on:

- racial or ethnic origins – save for use in determining eligibility entitlements to services provided by the Institution,
- political opinions or memberships of a political association.
- Religious or philosophical beliefs or affiliations.
- Membership of professional or trade associations, including trade unions.
- Sexual preferences or practices; or information relating to criminal record.

DISPOSAL OF INFORMATION

When a claim or appeal has been finalized with no further appeal registered and after a period of seven years, private information will be disposed of by shredding.