



## **Privacy Statement**

### **Your privacy is important to us**

The Wyatt Trust is committed to protecting your privacy. In accordance with the privacy legislation, we comply with the Australian Privacy Principles (APP) in the Privacy Act 1988 (Cth) in relation to our handling of your personal information.

### **Your personal information**

The type of personal information we hold about you depends on your relationship with us and the extent to which you have accessed the assistance we provide. All information will be collected in accordance with this privacy statement or as otherwise prescribed by the APP.

### **If your personal information is not provided**

If you do not provide us with all the information we request, we may be unable to assist you.

### **How we use your personal information**

The purpose of collection of this personal information is to enable The Wyatt Trust staff to determine your eligibility for assistance and to help us understand any benefit you may have gained from that assistance. In the case of general grant applications, or where assistance is through a Wyatt Trust partner organisation, the information is provided by a referrer (eg. support worker, social worker) who makes the application on your behalf.

### **When we may disclose your information**

We may disclose your personal information to our staff, Board, agents, contractors or service providers who act or provide their professional services to us. The identity of these agents, contractors and service providers may change from time to time. In general, the types of persons or organisations your information may be disclosed to are:

- Parties whom we are permitted, authorised or required by law or the APP to disclose your information
- Partner organisations and referrers including support workers and social workers from a human service group or agency who make your application
- Financial counsellors
- Our contracted service providers, research providers and our cloud hosted software systems' operators and their agents and
- Suppliers of goods and services being provided to you in accordance with your application.

### **You can access your personal information**

You may request access to the personal or sensitive information that we hold about you at any time through your referrer or agency (although under the APP some requests may be denied in some circumstances). All requests should be made in writing to your referrer or agency.

**Retention of personal information**

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain it to comply with applicable laws.

**Security of your personal information**

We endeavour to protect any personal information that we hold from misuse and protect it from unauthorised access, modification and disclosure.

**Notification of a data breach**

If we become aware of unauthorised access to or loss of your Personal Information, we will promptly:

1. Notify you;
2. Investigate the cause;
3. Do our best to remedy the consequences;
4. Communicate the steps we have taken to prevent a reoccurrence

**Cookies and Pixels**

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any Personal Data (eg. Name, address, email address or telephone number). Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. This may, however, prevent you from taking full advantage of our website.

Our website uses cookies to analyse website traffic, provide social media sharing and liking functionality and help us provide a better website visitor experience. In addition, cookies and pixels may be used to serve relevant ads to website visitors through third party services such as Google AdWords and Facebook Adverts. These ads may appear on this website or other websites you visit.

**Sharing your Information with Third Parties**

We do not and will not sell or deal in Personal Data or any customer information.

Your Personal Data details are only disclosed to third party suppliers when it is required by law for goods or services which you have purchased, for payment processing or to protect our copyright, trademarks and other legal rights. To the extent that we do share your Personal Data with a service provider, we would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy and in accordance with applicable law. Our contracts with third parties prohibit them from using any of your Personal Data for any purpose other than for which it was shared.

**Would you like more information?**

If you have a question or concern in relation to our handling of your personal information, you can contact us for assistance as follows:

Email: [admin@wyatt.org.au](mailto:admin@wyatt.org.au)

Phone: 08 8224 0074

Post: Privacy Officer  
161 Frome Street  
ADELAIDE SA 5000

Your referrer or agency may also be able to assist you with the information you need.