



Royal Australian Armoured Corps Association (NSW) Colonel John Haynes Trust

Privacy Policy

1. Introduction

The Royal Australian Armoured Corps Association (NSW) – Colonel John Haynes Trust (“**the Trust**”, “**we**”, “**us**” or “**our**”) is committed to protecting the privacy of individuals whose personal information we collect, hold and use.

We are a charitable trust that provides financial assistance and grants to current and former members of the Royal Australian Armoured Corps (RAAC) and their immediate family for education, development and welfare. In carrying out these activities, we collect and manage personal information in accordance with:

- the **Privacy Act 1988 (Cth)**
- the **Australian Privacy Principles (APPs)**
- **ACNC Governance Standards**, including standards relating to record-keeping, accountability and compliance with Australian laws

This Privacy Policy explains how we collect, use, disclose, store and protect personal information, and how individuals can access or correct their information or make a privacy complaint.

2. What is personal information?

“Personal information” means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether recorded in a material form or not.

“Sensitive information” is a subset of personal information and includes information about an individual’s health, racial or ethnic origin, religious beliefs, political opinions, membership of a professional or trade association, criminal history, and similar matters.

3. What personal information we collect

Depending on your interaction with the Trust, we may collect the following types of personal information:

(a) Identity and contact information

- Full name
- Date of birth
- Postal address, email address and telephone number

(b) Service and eligibility information

- Australian Defence Force service history
- Unit or corps affiliation
- Proof of service or discharge documentation

(c) Financial information

- Bank account details for grant payments
- Information about income, expenses or financial hardship
- Supporting financial documents provided with grant applications

(d) Health and welfare information (sensitive information)

- Medical or health information relevant to assessing grant eligibility or need
- Information about disability, injury or illness (where voluntarily provided)

(e) Governance and regulatory information

- Information relating to trustees, directors or committee members
- Information required for ACNC, ASIC or other regulatory reporting

4. How we collect personal information

We collect personal information in a number of ways, including:

- directly from you when you apply for financial assistance or a grant
- through application forms, supporting documents and correspondence
- through phone calls, emails, meetings or video conferences
- from authorised representatives acting on your behalf
- where required or permitted by law, from government or regulatory bodies

We generally collect personal information directly from the individual concerned, unless it is unreasonable or impracticable to do so.

5. Why we collect, use and disclose personal information

We collect, hold, use and disclose personal information for purposes including:

- assessing eligibility for financial assistance or grants
- administering and paying grants
- communicating with applicants and beneficiaries
- meeting our legal, regulatory and governance obligations
- maintaining accurate financial and charitable records
- responding to enquiries or complaints
- managing the Trust's operations and governance

We will only use or disclose personal information for the purpose for which it was collected, for a related purpose that would reasonably be expected, or where required or authorised by law.

6. Sensitive information

We only collect sensitive information where it is reasonably necessary for our charitable activities and where:

- you have given your consent, or
- the collection is required or authorised by law

Sensitive information is handled with a higher level of care and access is strictly limited.

7. Disclosure of personal information

We may disclose personal information to:

- trustees, officers or volunteers of the Trust who require the information to perform their duties
- professional advisers such as accountants, auditors or legal advisers
- government, statutory or regulatory authorities (including ACNC and ASIC) where required by law
- service providers who assist us with administration, IT or record-keeping

We do **not** sell, rent or trade personal information.

8. Overseas disclosure

We do not routinely disclose personal information outside Australia.

If overseas disclosure becomes necessary, we will only do so in accordance with the Australian Privacy Principles.

9. Security of personal information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. These steps include:

- restricting access to authorised persons only
- secure storage of physical and electronic records
- use of reputable IT and document management systems
- secure destruction or de-identification of information when no longer required

We retain personal information only for as long as necessary to fulfil our purposes and meet legal or regulatory requirements.

10. Access and correction

You may request access to personal information we hold about you, or request correction of that information, by contacting us using the details below.

We will respond to access and correction requests within a reasonable time and in accordance with the Privacy Act. In some circumstances, access may be refused where permitted by law.

11. Privacy complaints

If you believe we have breached your privacy or this Privacy Policy, you may make a complaint to us by contacting:

Secretary

Royal Australian Armoured Corps Association (NSW) – Colonel John Haynes Trust
[insert email address]

We will investigate the complaint and respond in writing within a reasonable period.

If you are not satisfied with our response, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**:

- Website: <https://www.oaic.gov.au>
- Phone: 1300 363 992

12. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in law or our practices. The most current version will be made available on request or via our official communication channels.