



Privacy Policy

Auslan Services respects your privacy. This policy explains how and when your personal information is collected, kept, and given out by us.

Sometimes another policy or privacy collection statement may apply instead of, or in addition to, this Privacy Policy. If that's the case we will let you know and direct you to the additional policy.

It also explains what to do if you have questions or concerns about your information.

What is personal information?

Here are some examples:

- your name
- where you live
- your date of birth
- Your home or work address
- contact information
- information relating to your health or disability or services engaged

How does Auslan Services collect personal information?

Generally, we only collect personal information directly from you when you knowingly provide it (unless it is impractical or unreasonable to do so).

This can happen when you:

- access a service
- need accurate records
- mailing lists
- via a third party
- face to face
- on the phone
- during service



Why does Auslan Services need to know these things?

We keep your information so that we can:

- Provide you with services that includes:
 - To book an Auslan interpreter
 - To book a notetaker
 - To book a scribe
 - To book a personal attendant
- Contact you
- Ask you questions so we can improve our services, eg, surveys
- Promote products or services
- Send you important information (newsletters/emails)

Will Auslan Services give my name or details to other organisations?

Auslan Services will only give out personal information about you to other organisations that is required by us to deliver important services booked by you or on behalf of you with your permission. Examples include:

- we need to work with another organisations to deliver our services (Codeworthy, MessageNet).
- we are required or authorised by law to give out information

Do I have to give you my information?

No, it is your choice. You also have the choice of remaining anonymous (not using your name) or using a pseudonym (fake name) when you contact Auslan Services. Please keep in mind however that if you do not use your real name, we may not be able to provide you with all of our services.



Using the Auslan Services Website

Auslan Services Website's (www.auslanservices.com and <https://bookings.auslanservices.com>) will collect information about your activity e.g. we count how many people view information on the website and the most popular pages. However, the website will not collect your name. This activity information helps us build a better website.

Our website includes links to other websites to help provide you with information. If you click on a link, you will leave our website. We are not responsible for any of these sites, their content or how they use your personal information.

Our Website uses 'cookies', cookies make using the Website easier by storing information about your preferences on the Website. If you would prefer not to receive cookies, you can alter your security settings on your web browser to disable cookies or to warn you when cookies are being used.

Can I see the information Auslan Services has about me?

Yes. You are allowed to find out what information we have about you and also update the information if it is incorrect. Contact a staff member from Auslan Services Team to find out more about this. If you wish to see the information that another organisation has about you, you may need to contact them directly.

What if I don't want to use Auslan Services anymore?

If you want to stop receiving services through Auslan Services or would like your details to be taken off our mailing lists please let us know.



I am not happy about how my information has been used. What do I do?

You are allowed to complain if you are not happy about how we have used your information or if you have concerns that your information is not private. Please contact the Auslan Services Team to talk about your concerns. If you do not want to talk to us about your concerns, you can contact the Office of the Australian Information Commissioner (OAIC) via this website:

<http://www.oaic.gov.au/privacy/privacy-complaints>

How do I contact Auslan Services Team?

- PO Box 321 Hurstbridge, Victoria, 3099
- 1300 287 526
- 0409 143 980 (SMS Only)
- admin@auslanservicesbookings.com