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## PRIVACY AND DIGNITY

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### POLICY

BET Group respects the privacy of all individuals. We acknowledge and respect everyone's right to privacy and are committed to maintaining the confidentiality of personal information.

We are committed to treating the personal information we collect in accordance with the Australian Privacy Principles in the Privacy Act 1988 (Cth) (the Privacy Act).

This Privacy Policy sets out how BET Group handles personal information.

### COLLECTION OF PERSONAL INFORMATION

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To provide our service and conduct business, we are required to collect a range of personal information. We primarily collect information to assess, plan and manage participants support and housing needs in providing services to them. If a participant provides incomplete or inaccurate information to us, we may not be able to provide them with the services they require.

**“Personal information”** is any information about an individual whose identity is apparent, or can be reasonably determined from that information, e.g. name, date of birth, etc. “Personal information” also includes sensitive information about individuals, e.g. health information, culture and religion. The types of personal information BET Group collects will depend on the nature of the association with us.

**Participants** – If participants receive our services, we may need to collect personal and medical information in relation to participants status, occupational health and safety, processes of work, and other relevant information. The information from participants is only used for the purpose for which it was collected in connection with the delivery of services.

**Staff** – We need to collect personal details from staff including but not limited to; name, address, contact details, qualifications, banking details, study, visa/residency status, and police records check. In some cases, we must also collect health information about a person's health or disability. We use information collected from staff only in connection with the delivery of service.

**Family and Friends** –we need to collect Next of Kin details from participants. We use this personal information only in case of an emergency

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Sometimes we are legally required to collect personal information, including where there is a threat to public health, or in connection with the monitoring of housing services provided by BET Group. Our use of personal information in such instances will be in accordance with our obligations under applicable privacy and housing acts.

Although BET Group primarily collects personal information to manage participants' needs in providing housing to them, we may also collect, use and disclose personal information about participants for other related purposes, such as:

- ❖ To meet government and regulatory requirements in relation to activities such as quality assurance, compliance issues and complaint management.
- ❖ For invoicing, billing and account management.

## **USE AND DISCLOSURE**

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BET Group may at times disclose personal information about participants where it is necessary to deliver services. BET Group will not rent, trade or sell personal information about participants to third parties. Personal information may only be disclosed outside of BET Group in circumstances where:

- ❖ participants have consented to the disclosure, and
- ❖ disclosure is in accordance with the purpose for which we collected the information,

To meet service needs BET Group may be required to discuss a participant's personal information with other agencies or stakeholders. Should this be required the participants consent to share information will be acquired using the Consent to release of confidential information form.

BET Group has a legal obligation to disclose personal information, such as to government or under health regulations, or where such disclosure is permitted by law, including under privacy laws.

## **SECURITY OF PERSONAL INFORMATION**

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BET Group takes all reasonable steps to safeguard the security of personal information we have collected and hold.

We may store personal information electronically on our computer database and/or in hard copy documents kept at our secure premises.

We have procedures in place to protect your personal information from unauthorised access, use, modification, or disclosure. BET Group staff who handle personal information have a duty to protect that information from unauthorised access and are granted access to personal information on a 'need to know' basis.

BET Group ensures that personal information no longer required is destroyed appropriately.

## **ACCESS AND CORRECTION**

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Staff and participants have a right to request access to personal information that BET Group holds about them and to update or change personal information about them if it is inaccurate, incomplete or outdated.

If a staff member or participants wish to exercise their right to seek access to the personal information that BET Group holds about them; they must contact BET Group Director. Requests for access to personal information must be made in writing stating exactly what personal information you wish to access or correct.

BET Group will respond to all requests for access to personal information within 7 working days; depending on the type of personal information the staff member or participants have requested access to. BET Group reserves the right to charge reasonable costs in the supply of requested information.

## **CONCERNS ABOUT PRIVACY**

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Any concerns or comments about this privacy policy, the practices of BET Group or requests for access to personal information can be made via our contact us page.

You can notify us of any complaint you may have about our handling of your personal information via 'How to contact us'. Following your initial contact, you will be asked to set out the details of your complaint in writing in a form provided.

We will endeavour to reply to you within 7 days of receipt of the completed complaint form and, where appropriate, will advise you of the general reasons for the outcome of the complaint.

While we hope that we will be able to resolve any complaints you may have without needing to involve third parties, if you are not satisfied with the outcome of your complaint, you can refer your complaint to the Office of the Australian Information Commissioner. `

## **HOW TO CONTACT US**

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If you have any questions in relation to this Privacy Policy or our management of your personal information you can contact our People and Culture Coordinator by email at HRAdmin@betgroupglobal.com.au or at 1800 950 581.

***BET Group Head office Australia***

***239 Magill Rd***

***Maylands, SA 5069***

