

AMES Australia Personal Information Collection Notice

By providing your personal information to AMES Australia, you acknowledge that you have read and understood this Collection Notice. This notice should be read in conjunction with the [AMES Australia Privacy Policy](#) published on the website.

What information we collect

AMES Australia ("we," "us," or "our") may collect your personal information when it is reasonably necessary for, or directly related to, one or more of our services, functions or activities.

We may collect sensitive information about you if:

- you have provided consent;
- the collection is authorised or required by law; or
- the collection is otherwise allowed under privacy legislation.

The types of personal information we may collect include:

Information about you, such as your:

- Name
- Address
- Gender
- Date of birth
- Contact details (phone / email)

Information about your circumstances, such as your:

- Employment status and history
- Education and training background
- Settlement status and history
- Financial situation
- Cultural and linguistic background
- Residency, citizenship, and visa status
- Health and welfare
- Disability and care needs
- Family circumstances (e.g., composition and care arrangements)

Information about your family and related individuals, such as any:

- Partners
- Children or dependants
- Carers or support persons
- Nominees or authorised representatives

Information about your interactions with AMES Australia, such as:

- Applications or claims submitted
- Payments or services we provide you or you provide to us
- Feedback, complaints, or special arrangements

We may also collect information to help us verify your identity and undertake necessary checks:

- Service or client reference numbers
- Government-issued IDs, registrations, or licences
- Probity and compliance documentation

Why we collect information

AMES Australia collects personal information to provide support and services, manage our relationship with you, respond to inquiries and requests, and comply with legal obligations.

You may choose to remain anonymous or use a pseudonym when contacting us for general inquiries and feedback. However, if you do not provide necessary information, we may be unable to respond to your request, offer support, or deliver certain services.

For example, we may use your personal information to:

- Confirm your identity
- Assess your eligibility for services or participation in activities
- Communicate with you, including via SMS or email
- Provide advice about available support or refer you to other service providers
- Process payments accurately
- Verify data provided
- Investigate incidents
- Manage complaints and feedback
- Respond to requests for information
- Administer and provide support and services
- Process applications to employment, participation or volunteering
- Manage your account and our ongoing relationship with you
- Send you relevant information about our services, promotions, or updates (where you have consented)
- Improve the quality of our services and programs
- Comply with legal, regulatory, funding body and contractual obligations

How we collect information

We may collect personal information through various channels, including printed and electronic forms, online or digital platforms, correspondence, face-to-face interactions, and phone calls.

We may also collect personal information from third parties, including government agencies, service providers, and authorised representatives.

Social media engagement

AMES Australia uses social networking services such as Facebook, X (formerly Twitter), YouTube, Instagram, TikTok, LinkedIn and WeChat. We may collect or use your publicly available personal information to communicate with you.

These social networking services manage personal information according to their own privacy policies, which are accessible on their respective websites.

Storage and Security of Personal Information

Your personal information is stored in secure systems, including a customer relationship management (CRM) platform, accessible only to authorised personnel who require access to process and manage your information.

We implement security measures to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These measures include IT security protocols and restricted access on a need-to-know basis.

Disclosure of Personal Information

AMES Australia uses and discloses personal information only for the primary purpose for which it was collected, unless:

- You have provided consent for another use or disclosure.
- The use or disclosure is directly related to the primary purpose and the individual would reasonably expect it.
- A permitted general situation applies, such as involvement with regulatory bodies, funding authorities, law enforcement agencies, or where required by law.

Access, Correction, and Opt-Out

You can request access to, correction of or update of your personal information. You may also opt out of receiving communications. Contact us via:

- Your designated contact person at AMES Australia, who will forward your request to the appropriate channel
- Our website 'Contact Us' page
- Email: privacy@ames.net.au

Privacy Officer Contact

If you have any questions, feedback, or concerns, you may contact our Privacy Officer by sending an email to privacy@ames.net.au. We will take reasonable steps to respond within a reasonable timeframe.

Privacy Policy

AMES Australia's Privacy Policy contains further details about how we manage personal information. You can view our Privacy Policy published on the website or request a copy by contacting the Privacy Officer.