**Privacy collection notice**

**(Hearing Services Survey)**

The Department of Veterans’ Affairs is committed to ensuring personal information provided by you is handled in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**).

We will generally not be collecting your personal information as a part of the Hearing Services Survey (the **Survey**). This means when you complete the Survey, DVA will generally be unable to identify you from your response.

However, in some instances, responses to the Survey may enable DVA to re-identify you (e.g. if you provide identifying information in a free text field). In the interest of transparency, and to account for instances where you may be reidentified, you are being provided this collection notice pursuant to Australian Privacy Principle 5 in Schedule 1 of the *Privacy Act 1988*.

**Who is collecting your personal information?**  
Your personal information is being collected by the Commonwealth of Australia, represented by the Department of Veterans’ Affairs (ABN 23 964 290 824) (‘Us’, ‘We’, ‘Our’, ‘DVA’, ‘The Department’).  
  
**Why is your personal information being collected?**  
We only collect personal information for purposes reasonably necessary for, or directly related to our functions or activities, pursuant to the Administrative Arrangements Orders and our portfolio legislation, or otherwise authorised by the Privacy Act.  
  
We are collecting your personal information to conduct a survey of participants in the Department of Veterans’ Affairs Hearing Services program. We will use personal information disclosed to us to evaluate the effectiveness of the current program and to inform future developments to the program.   
  
**What personal information is being collected?**

Your personal information that is being collected through the Survey includes:

* Your approximate age
* Your gender
* Your education level
* Your income range
* Information relating to your hearing aid and the services you have received from the department;
* Your feedback on your experience with the program; and
* Other information you provide us through any free text fields.

**How do we use and disclose your personal information?**  
We will use the information we collect the purpose of evaluating general satisfaction with and the effectiveness of our Hearing Services program. The feedback we receive may be used to inform how we revise and update our Hearing Services program.  
We will not disclose your personal information unless it is authorised by law or we otherwise have your consent to disclose it.   
  
**Secondary uses of personal information**  
In certain circumstances, we may use your personal information for a secondary purpose. This includes where you have provided consent for your personal information for the secondary purpose or where the secondary purpose is required or authorised by law.   
  
**How will we manage and protect your personal information?**  
Access to your personal information will be restricted only to authorised staff who have a need to see it for the purposes of evaluating survey results.    
  
The Department stores personal information in a variety of formats including on computer and paper-based material. In order to protect your personal information, we maintain physical, electronic and procedural safeguards to protect your personal information.  
  
We implement measures to safeguard our Information Technology systems against unauthorised access, and ensure that paper-based files are physically secured. When no longer required, we destroy or archive personal information in a secure manner, where permissible under the *Archives Act 1983* (Cth).    
  
If you have any questions or concerns as to how the department handles or holds your personal information, our privacy policy is available via our website. Alternatively, you can contact our privacy team via email at [privacy.enquiries@dva.gov.au](mailto:privacy.enquiries@dva.gov.au).  
  
**What will happen if we don’t collect your personal information?**We ask that you not provide information that identifies you when completing the Survey. If you do not provide your personal information through the Survey, we will conduct the Survey as normal.   
  
We will not take steps to reidentify you based on your survey response.   
  
**Our Privacy Policy**You can find out more about accessing and/or correcting your personal information with us, making a complaint and about our approach to managing personal information via our privacy policy which you can find at www.dva.gov.au/privacypolicy. For information about our privacy policy, please contact our Privacy Officer on 1800 VETERAN (1800 838 372) or email privacy.enquiries@dva.gov.au.  
  
**Complaints**If you believe that the department has breached the Privacy Act or mishandled your personal information, you can make a complaint to the department at [privacy.enquiries@dva.gov.au](mailto:privacy.enquiries@dva.gov.au). We take all complaints seriously and are committed to a quick and fair resolution.  
  
If you are not satisfied with how we have handled your complaint, you can raise a complaint with the Office of the Australian Information Commissioner (OAIC). You can make a complaint to OAIC through their website.

**Accessing your information**

Under the Privacy Act 1988 and the Freedom of Information Act 1982, you have a right to request access to your personal information held by DVA. You may also ask us to make changes if you think that personal information is incorrect.   
  
Requests for access should be made:

* in writing to: National Information Access Processing Team

Department of Veterans’ Affairs

GPO Box 9998

Brisbane QLD 4001

or

* by email to: [information.access@dva.gov.au](mailto:information.access@dva.gov.au)

An Information Access Application Form (D8601) is not required, but can be used to make a request. Form D8601 is available at <https://www.dva.gov.au/about-us/dva-forms/information-access-application-form>.