



## Aboriginal Business Advisory Initiative (ABAI) Privacy Collection Notice

### Privacy Collection Notice

Service NSW is collecting your personal information as part of the Aboriginal Business Advisory Initiative (ABAI) which supports business outcomes for Aboriginal owned businesses at every stage of business and provides free business coaching and advice.

We will handle personal and health information in a responsible manner, in accordance with the NSW *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act).

#### Types of information we collect

Service NSW may collect your personal and health information during your registration and as part of your interaction with the ABAI. This may include your:

- full name
- contact information such as email address and mobile number
- residential address including suburb, postcode and Local Government Area (LGA)
- gender
- age range
- country of birth
- primary language spoken at home
- requests for interpreter service (and requested language)
- whether or not you identify as Aboriginal and/or Torres Strait Islander
- whether you have any accessibility requirements that require additional support

Service NSW may also collect information about your business such as your Australian Business Number ("ABN"), number of employees and business contact details.

Providing us with the requested information is not required by law. However, if you choose not to provide us with the requested information, Service NSW may not be able to provide you with the services and support you require.

## **Purpose for collecting your information**

Service NSW is collecting personal and health information to match you to the most appropriate business guidance and advice. This includes the following purposes:

- to facilitate a booking between you and a business advisor
- to facilitate your attendance at a business event
- to help a business advisor or provider prepare for their session with you
- to contact you about future services and programs to support study, skills or employment prospects
- to contact you for the purposes of evaluating the services provided to you
- to measure the performance of ABAI and improve the program
- to maintain and use information about you for Service NSW's internal administrative purposes, including for the purpose of interacting with you in connection with your registration
- other directly related purposes.

Service NSW may also generate, collect, retain and share aggregated and de-identified information for analytical, statistical and reporting purposes.

## **Using and disclosing your information**

Service NSW will use your personal and health information for the purposes for which it was collected or a directly related purpose. It may also be used or disclosed where we are authorised or required to do so by law.

We will share your personal information, including personal information in relation to your Aboriginal or Torres Strait Islander heritage, with external providers engaged by Service NSW and their business advisors to provide business advisory services as part of ABAI as well as external vendors engaged by Service NSW to provide database and IT-related services.

Other than as outlined above, we will only share personal information in relation to your Aboriginal or Torres Strait Islander heritage with your consent.

When you meet with a business advisor; they may take notes from your session. This may include whether your appointment took place in person or online, how long the session went for, the session type and a summary of what was discussed.

## **Protecting your information**

Service NSW, business advisors and business providers will take reasonable security measures to protect your personal information from loss, unauthorised access, use, modification, disclosure, or other misuse.

## **Accessing your information**

You may ask for a copy of the information we hold about you at any time and request to update, correct or amend your personal information by calling 13 77 88.

For further details about how Service NSW collects and manages personal information, how you can access and correct it, raise concerns about an alleged breach of privacy law or other relevant legislation, or to make a privacy complaint, please visit Service NSW Privacy.

These notes will be stored securely. A copy of the notes from your advisory session(s) can be provided to you, upon email request [smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au).

### **Privacy Officer**

Service NSW 2-24 Rawson Place  
Sydney NSW 2000